

# State Trustees - privacy and your personal information

Easy English - 4 Jan 2021

## What information will State Trustees have about me?

We will collect information about you that we need to manage your money and any legal problems you have. We will keep the information in our computers and in our files.

## How will State Trustees collect information about me?

We will ask you for information. If you do not give us this information, we might not be able to manage your money or your legal problems properly. We are also allowed to ask other people for information that we need. We might ask your case worker, your family, or the government.

## Who will State Trustees give information about me to?

We will give other people information about you if we need to give it to them to manage your money or other things you own, or your legal problems. For example, we will give information about you to Centrelink to get your allowance or pension. We will also give information to other people where the law says we have to, or where a court tells us to. We may also give information about you to other people if you tell us to give it to them.

## Can I ask State Trustees for information about me?

Yes, you can ask us to give you the information about you. This information might be in documents, like letters. We will give you the information if we are allowed to. Sometimes we are not allowed to give you the information. For example, people sometimes give us information in confidence. This means they want us to keep it a secret. Sometimes the law says we cannot give the information to you. If we cannot give you the information we will tell you why.

## Who can I talk to at State Trustees about the information about me?

If you have questions about your personal information you can talk to us. You can ask us for the information about you. Or you can tell us if you think we have given information about you to the wrong person.

You can email [privacy@statetrustees.com.au](mailto:privacy@statetrustees.com.au)

Or you can call the **Client Feedback Manager** at **(03) 9667 6200**.



A phone solution for people who are deaf or have a hearing or speech impairment

**TTY users** phone **133 677** then ask for **03 9667 6444**

**Speak and Listen users** phone **1300 555 727**

then ask for **03 9667 6444**

**Internet relay users** connect via [www.relayservice.com.au](http://www.relayservice.com.au) and ask for **03 9667 6444**

