

FACS privacy notice

What is the privacy notice?

The privacy notice is a statement which lets you know how the Department of Family and Community Services (FACS) collects, stores, uses and discloses your personal and health information.

Why does the notice need to be updated?

The privacy notice needed to be updated because now, under NSW privacy laws, FACS is responsible for managing your information.

In the past, you may have provided your information to one of the entities that is now part of FACS:

- the Aboriginal Housing Office;
- Ageing, Disability and Home Care;
- Community Services;
- Housing NSW;
- the Land and Housing Corporation;
- Home Care Service;
- Strategy and Policy, and
- Corporate Services.

The information we have collected and will collect from you will be used to help identify the services you may need, assist in the delivery of those services and also meet our legal responsibilities.

Will this notice affect how my information is shared?

No, FACS will continue to adhere to the [Privacy and Personal Information Protection Act 1998 \(NSW\)](#), the [Health Records and Information Privacy Act 2002 \(NSW\)](#), the [Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)](#) and the [Housing Act 2001 \(NSW\)](#).

These Acts govern:

- what information we can collect and how we collect it;
- how we must store and protect your personal and health information, and
- how we can use and disclose your information including special protection for health and other sensitive information.

Contact us

For more information about your privacy rights, and your personal and health information held by FACS, please contact us

by mail:

The Privacy Contact Officer

Law and Justice

Department of Family and Community Services

Locked Bag 4028 Ashfield NSW 2131

by phone: (02) 9377 6000 or

(02) 9377 6167 (TTY)

by email: privacy@facs.nsw.gov.au