

## Privacy Information Notice

At The Buttery, we are committed to protecting your privacy.

For detailed information about how The Buttery manages and protects your personal and health information refer to our Personal Information Management Plan (GEN.PLN.159) which can be accessed via our website, [www.buttery.org.au](http://www.buttery.org.au).

The Buttery collects personal information for many reasons, including:

- Being able to respond to your enquiry.
- To find out which of our services are most suited to you.
- Reviewing past and current personal information that can help staff support your needs.
- To support a safe environment for our participants and staff.

The Buttery provides de-identified information to our funding bodies on program outcomes to help identify future funding opportunities for alcohol and other drug, mental health, and other associated supports. Personal information may be disclosed if required by law or related to clinical incidents.

An organisation, person, or participant who wishes to make an enquiry or lodge a complaint in relation to how The Buttery has managed their privacy may do any of the following:

- Make an informal complaint via telephone or in writing by emailing [info@buttery.org.au](mailto:info@buttery.org.au),
- Make a formal complaint in writing to the Chief Executive Officer, or
- Make a complaint to the Office of the Australian Information Commissioner.

You can contact us by phone on 02 6687 1111, via fax on 02 6687 1039, and via our website feedback section [www.buttery.org.au/contact](http://www.buttery.org.au/contact).