



Privacy Policy

True North Veteran Services

Privacy Policy

Effective Date: 25/07/2026

At **True North Veteran Services**, we are committed to protecting your privacy and handling your personal information with care, integrity, and respect.

This Privacy Policy explains how we collect, use, store and disclose your personal information when you visit our website or engage our advocacy services.

Our Commitment

We understand that the information you provide to us is often highly personal and may include sensitive health and service-related information. We are committed to managing your information responsibly and in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)** where applicable.

What Information We Collect

Depending on the services you require, we may collect:

- Your name
- Postal address
- Email address
- Phone number
- Date of birth
- Australian Defence Force service details
- Department of Veterans' Affairs (DVA) information
- Medical reports and health information
- Specialist reports and diagnoses

- Service records
- Identification documents where required
- Information you provide through our website, forms, emails or telephone conversations
- Any other information necessary for us to provide advocacy services on your behalf.

How We Collect Your Information

We collect information when you:

- Complete a Request Assistance form on our website
- Contact us by phone or email
- Engage us to provide advocacy services
- Provide documentation during the claims process
- Authorise us to obtain records from government agencies or medical providers on your behalf.

Why We Collect Your Information

We collect your information to:

- Assess whether we can assist you
- Provide veteran advocacy services
- Prepare and manage DVA claims
- Communicate with you about your matter
- Obtain relevant medical or service records with your authority
- Meet our legal and professional obligations
- Improve our services and website.

Sensitive Information

Many of our clients provide health information and Defence service records.

We will only collect sensitive information where it is reasonably necessary for providing our services and, where required, with your consent or as otherwise permitted by law.

How We Store Your Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Your information may be stored electronically using secure cloud-based systems and, where necessary, in secure physical files.

Access is restricted to authorised personnel and contractors who require the information to perform their duties.

Disclosure of Your Information

We will never sell your personal information.

We may disclose your information where necessary to:

- The Department of Veterans' Affairs
- Medical practitioners and specialists
- Hospitals and allied health providers
- Defence record holders
- Independent medical examiners
- Legal professionals acting on your behalf
- Service providers assisting us to operate our business (such as secure IT or document management providers)
- Government authorities where required by law.

We will only disclose information that is necessary for the purpose of providing our services or complying with legal obligations.

Website Forms

If you submit a Request Assistance form through our website, the information you provide will be used solely for the purpose of assessing your enquiry and contacting you regarding your request.

Submitting an enquiry does not create an advocate-client relationship.

Cookies and Website Analytics

Our website may use cookies and standard website analytics tools to help us understand how visitors use our website.

This information is generally anonymous and helps us improve the performance and usability of our website.

You can disable cookies through your web browser settings if you prefer.

Accessing or Correcting Your Information

You may request access to the personal information we hold about you or ask us to correct information that is inaccurate or out of date.

To make a request, please contact us using the details below.

Retention of Information

We retain personal information only for as long as necessary to provide our services, meet legal obligations, resolve disputes, and maintain appropriate business records.

When information is no longer required, we take reasonable steps to securely destroy or de-identify it.

Third-Party Websites

Our website may contain links to external websites.

We are not responsible for the privacy practices or content of those websites.

Changes to This Policy

We may update this Privacy Policy from time to time.

The most current version will always be available on this website.

Contact Us

If you have any questions about this Privacy Policy, wish to access or correct your information, or have concerns about how your personal information has been handled, please contact us.

True North Veteran Services

Email: admin@truenorthveteranservices.com.au