

## Privacy Collection Statement

We collect the personal information you provide in this **Community Enquiry or Complaint Form** for the purpose of responding to your enquiry, investigating and managing your complaint, improving our services, and maintaining accurate records of community interactions with WIM Resource.

The personal information we may collect includes your name, contact details, information about your enquiry or complaint, and any supporting documents or evidence you choose to provide. If your matter involves other individuals, you should only include their personal information where you have their consent or where it is necessary for us to understand or address your enquiry or complaint.

Your information may be accessed by authorised WIM Resource staff involved in managing community enquiries or complaints. We may disclose your information to other internal teams, external agencies, or service providers where required to respond to your matter, or where authorised or required by law.

If you do not provide the requested information, we may be unable to respond to your enquiry or fully investigate your complaint.

We handle your personal information in accordance with the **Privacy Act 1988 (Cth)**, the **Privacy and Data Protection Act 2014 (Vic)** and **WIM Resource Privacy Policy**. You may request access to, or correction of, your personal information by contacting us on 1800 959 298 or [admin@wimresource.com.au](mailto:admin@wimresource.com.au)

For more information, please refer to our full Privacy Policy: <https://wimresource.com.au/privacy-policy/>