

# Global Care – Riverside Lifehouse

## NO INTEREST LOAN SCHEME

### **PRIVACY**

The information that you are requested to provide during a NILS™ interview is entirely voluntary, however information that is not provided may affect the success of your application.

All information provided by you will be strictly confidential and will be subject to the Global Care – Riverside Lifehouse NILS Privacy Policy. A copy of the policy is available upon request. The information held will not be given to another party unless you give prior permission.

All clients may have access to their information that is maintained by the Lifehouse. To do so the client must make a request in writing to the Global Care -Riverside Lifehouse NILS - Management Committee at the address below.

Arrangements will be made for you to look at your information, and make copies, at the Global Care -Riverside Lifehouse NILS current charge rate. This must be during business hours.

The file(s) may not be removed from the office.

Should the information held be inaccurate, the correct details should be advised to Global Care -Riverside Lifehouse NILS, in writing. Upon verification our records will be amended.

### **COMPLAINTS**

Should you be unhappy with any aspect of the Global Care NO INTEREST LOAN SCHEME you have the right to complain and to have your complaint heard.

Global Care – Riverside Lifehouse NILS has a Complaints Policy. A copy is available for perusal at our address.

All complaints must be in writing.

You may bring your concerns to the attention of the Coordinator or you may address your concerns, in writing, directed to:

Global Care – Riverside Lifehouse NILS Management Committee at  
PO Box 1580 Dubbo NSW.  
Email: [nils@riversidedubbo.com](mailto:nils@riversidedubbo.com)