

ABAI Customer registration form

The **Aboriginal Business Advisory Initiative (ABAI)** is a dedicated and personalised NSW Government program that provides trusted advice to help small and medium Aboriginal and Torres Strait Islander businesses to start, run, adapt or grow.

Please complete this form to register for and access ABAI program services.

Service NSW will collect and retain information you provide in this form in the registration system. How we collect, protect, and use your information is outlined in the **Privacy Collection Notice** (below).

Sign up

First name	
Last name	
Email	
Main contact number	
Company trading name (optional)	
Postcode	

You will receive an email to change your password when your information is entered into the registration system.

Privacy Collection Notice

Service NSW is collecting your personal and business information under our business advisory programs.

We will handle your personal and business information in a responsible manner, in accordance with the NSW *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act).

Types of information we collect

Service NSW may collect your personal and business information during your registration and when you are provided with services.

This may include your:

- full name
- contact information such as email address and mobile number
- residential or business address including suburb, postcode and Local Government Area (LGA)
- gender
- age range
- country of birth
- primary language spoken at home
- requests for interpreter service (and requested language)
- whether or not you identify as Aboriginal and/or Torres Strait Islander
- whether you have any accessibility requirements that require additional support



Service NSW may also collect information about your business such as your Australian Business Number (“ABN”), number of employees and business contact details.

Providing us with the requested information is not required by law. However, if you choose not to provide us with the requested information, Service NSW may not be able to provide you with the services and support you require.

Purpose for collecting your information

Service NSW is collecting personal and business information to match you to the most appropriate service and to determine eligibility for the service.

This includes the following purposes:

- to facilitate a booking between you and a business advisor
- to facilitate your attendance at a business event
- to help a business advisor or provider prepare for their session with you
- to contact you about services and programs that are relevant to NSW businesses
- to contact you for the purposes of evaluating the services provided to you
- to measure the performance of the programs and improve the services
- to maintain and use information about you for Service NSW’s internal administrative purposes, including for the purpose of interacting with you in connection with your registration
- other directly related purposes.

Service NSW may also generate, collect, retain and share aggregated and de-identified information for analytical, statistical and reporting purposes.

Using and disclosing your information

Service NSW will use your personal and business information for the purposes for which it was collected or a directly related purpose. It may also be used or disclosed where we are authorised or required to do so by law.

We will share your personal information, including personal information in relation to your Aboriginal or Torres Strait Islander heritage, with Service Providers engaged by Service NSW to provide services under our business advisory programs as well as external vendors engaged by Service NSW to provide database and IT-related services.

Other than as outlined above, we will only share personal information in relation to your Aboriginal or Torres Strait Islander heritage with your consent.

Confidential business information

When you meet with a business advisor; they may take notes from your session. This may include whether your appointment took place in person or online, how long the session went for, the session type, a summary of what was discussed and any information about your business that you choose to share with them.

You do not have to provide confidential business information to the Service Provider if you do not wish to do so, however this may reduce the ability of the Service Provider to fully understand your business and provide you with the most relevant support. These notes will be stored securely. A copy of the notes from your advice session(s) can be provided to you, email your request to business.connect@service.nsw.gov.au.

Protecting your information

Service NSW and Service Providers will take reasonable security measures to protect your personal information from loss, unauthorised access, use, modification, disclosure, or other misuse.

Accessing your information

You may ask for a copy of the information we hold about you at any time and request to update, correct or amend your personal information by calling 13 77 88.

For further details about how Service NSW collects and manages personal information, how you can access and correct it, raise concerns about an alleged breach of privacy law or other relevant legislation, or to make a privacy complaint, please visit Service NSW Privacy.

Privacy Officer

Service NSW
2-24 Rawson Place
Sydney NSW 2000

