



SUNBURY WINTER SHELTER

PRIVACY POLICY

Policy 10

INTRODUCTION

The Committee of SUNBURY WINTER SHELTER (SWS) has authorised the collection, holding, and administering of a range of personal information which is essential to the proper functioning of the organisation. Personal information is that which directly or indirectly identifies a person. SWS is committed to protecting the privacy of all its stakeholders in accordance with the 13 Australian Privacy Principles (APPs) from Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988. This document provides the framework for SWS to collect, use, store, disclose, and de-identify personal information.

POLICY STATEMENT

Sunbury Winter Shelter collects and administers personal information from its volunteers, employees, and guests for purposes including verification of credentials, identification of individuals, and recording of attendance.

SWS is committed to protecting the privacy of all personal information it collects, holds, and administers. The essential right is recognised for all people to have their personal information controlled in ways they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are embodied in this Privacy Policy and related procedures, which are compliant the Privacy Act 1988 (Cwth), Victorian Information Privacy Act 2000, and the Health Records Act 2001.

SWS is bound by laws and obligations for handling personal information, and has adopted the following principles which are embodied in the related procedures.

SWS will:

- Collect only information from stakeholders necessary for its primary function
- Ensure that stakeholders are informed as to why information is collected and administered
- Use and disclose personal information only for its primary functions, or a directly related purpose, for which permission has been obtained
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction, and
- Destroy or de-identify information if it is no longer needed for the activities of SWS.

The **PRIVACY PROCEDURES** and related records must be followed by all personnel who handle personal information.

SUNBURY WINTER NIGHT SHELTER

PRIVACY PROCEDURES

RESPONSIBILITIES

The Committee of Sunbury Winter Shelter (SWS) is responsible for developing, adopting and reviewing these procedures.

The Co-ordinator of the SWS is responsible for ensuring the implementation of these procedures, for monitoring changes in Privacy legislation, and for advising on the need for revision or review as and when the need arises.

PROCESSES

1 – The Types of Information We Collect

The types of personally identifiable and/or sensitive information we collect may include but is not limited to, the following:

- your name, gender and contact details (address, phone number, email, etc)
- working With Children Check number and expiry date
- complaint details
- professional and practice details including qualifications
- records of any communication that you have with us
- records received by referring agencies for the purpose of participation as a guest
- any idiosyncratic or personal information we obtain from yourself or others about you

2 - Use and Disclosure

Sunbury Winter Shelter seeks to support the local Church as it provides accommodation for people in need. We will only collect information necessary to carry out this function, in order to enable us to communicate with guests, introduce them to the organisation, provide other services to them, and inform them of the work we do. We may use your information for the following purposes:

- Only use or disclose information for the primary purpose for which it was collected, or for a directly related secondary purpose, for example, to volunteer with us, to make a donation, or to be a guest.
- To maintain contact with you about future participation and scheduling
- In the case of use for other purposes SWS will obtain the consent of the person;
- In relation to a secondary purpose, use or disclose the personal information only:
 - Where a secondary purpose is related to the primary purpose and the individual would reasonably expect it to be used for that purpose; and
 - If the person has consented; or
 - If certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.

- Provide all persons access to personal information except where it is a threat to life or health or it is authorised by law to refuse, and if the person is able to establish that the personal information is not accurate, SWS will take steps to correct it.
- Where for legal or other reasons SWS is not required to provide a person access to personal information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties,
- Will make no charge for the making of a request for access to personal information.

3 – Collection of Information

We may collect information from you directly, or from third parties, which may be by formal or informal means. We collect personal information about supporters, donors, volunteers, employees, contractors, and visitors. We collect this information in the following ways:

- Face to face contact
- Electronically including through our website
- Via social media messages or conversation
- During phone calls
- Voice or image recording
- Whilst delivering and administering services at our facilities or other facilities
- From forms and other correspondence (in writing or electronically)
- The SWS Manager and the Secretary must ensure that all paper copies of personal information are stored in locations which are only accessible by themselves,
- The SWS Manager and the Secretary are the only people with access to electronic files containing personal information, and will ensure that all such information is held in password protected files.
- Personal information files which are approved documents include the following: Assessment Forms for clients, Application Forms for volunteers or employees, WWCC forms, images on phones etc
- Access to personal information may be requested at any time by their owner, and will only be provided to them by the SWS Manager or the Secretary.

4 - Data Security and Retention

- SWS will take reasonable steps to ensure that the information it collects is accurate, complete and relevant to the functions of SWS.
- We will only use your personal information for the purpose for which it was collected. We will not disclose this information to affiliates or third parties without your consent
- The types of organisations to whom we may disclose personal information include those who help us administer our technology information systems and financial auditors. We ensure that these organisations are bound by confidentiality agreements.
- SWS will destroy or de-identify personal information no longer required for the purpose for which it was collected. This will be done in accordance with the SWS Records Management Policy.
- Destruction and de-identification of personal information will only be done by the SWS Manager or Secretary

5 – Websites

Our website may contain links to third party websites, and third party websites may have links to our website. This privacy policy does not apply to external links or other websites. The operators of other websites may collect your personal information. The privacy policies of other websites should be referred to for information.

Cookies are used on most websites to record your visits and the following data is supplied by your browser:

- Your IP address and/or domain name;
- Your operating system;
- The date, time, and length of your visit to the website;
- The resources you accessed and the documents you downloaded.
- If you do not want cookies to be used please adjust your browser settings to disable them.

6 – Other Concerns

- Your information can be accessed by request to the SWS Manager or Secretary, and can be updated or changed. Your request may be refused if access would infringe upon other peoples' privacy.
- Concerns or complaints about this privacy policy, such as potential breaches, or how your personal information is handled, should be addressed in writing to the SWS Manager.
- If you are not satisfied with the way your concerns have been handled you may refer the matter to the Office of the Australian Information Commissioner at www.oaic.gov.au