

PRIVACY POLICY

Title	Privacy Policy	Approval Signature	Dale Allan
Drafted by	VASO, EO		
Responsible person	Executive Officer	Approved by Board on	24 March, 2022
Version	2	Scheduled review date	2 years from the date of approval

Policy

Northern Volunteering (SA) Inc, sometimes known as NVSA, recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information.

NVSA is committed to providing quality services and this policy outlines our ongoing obligations to you in respect of how we manage Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

Purpose

The purpose of this document is to provide a framework for NVSA in dealing with privacy considerations and advises how we collect and manage personal information.

Responsibilities

The NVSA Board is responsible for reviewing this policy.

The NVSA Executive Officer (EO) is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

Personal Information

Personal Information is information or an opinion that identifies an individual.

Examples of Personal Information we collect include:

- Name
- Mailing or street address
- Email address
- Telephone number
- Date of birth
- Name of organisation you work or volunteer for
- Profession, occupation, or job title
- IP addresses
- Other personal information as specified in this Policy

This Personal Information is obtained in many ways including:

- access and use of the NVSA website or online presence
- conversations with NVSA representatives
- email enquiries and correspondence
- requests for information
- interviews
- membership applications
- registrations to attend training and other events
- subscriptions and other communications
- advertisement of volunteer or paid roles
- surveys
- feedback forms
- cookies
- complaints

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Non-Identifying Information

Non-Identifying Information is collected and used for statistical purposes only. This information may include:

- County of birth
- Whether you identify yourself as a person with Indigenous or Torres Strait Islander heritage
- Whether you identify yourself as a person with a disability
- Centrelink customer status
- Age
- Gender

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

We will not charge for providing your personal information to you and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquires

If you have any queries or complaints about our Privacy Policy, please contact us at:

Northern Volunteering (SA) Inc.

nvsa@nvsa.org.au

08 8250 1582

Legislation

- Privacy Act 1988
- Australian Privacy Principles (APPs)
- SA Freedom of Information Act 1991

Related Documents

This policy should be read in conjunction with NVSA's other relevant policies including

- Code of Conduct 2022
- Grievance Policy 2022
- WHS Policy 2022