



PRIVACY POLICY

Privacy Policy Statement

Interchange Inner East respects the privacy of all Interchange Inner East people including members, employees, volunteers, our clients/beneficiaries, donors, business partners and online users, and is committed to safeguarding the personal information that is provided to us.

Purpose

The purpose of this privacy policy is to:

- clearly communicate the personal information handling practices of Interchange Inner East
- enhance the transparency of Interchange Inner East operations, and
- give individuals a better and more complete understanding of the sort of personal information that Interchange Inner East holds, and the way we handle that information.

Scope

This policy and procedure applies to all Interchange Inner East members, volunteers, employees, prospective staff & volunteers, clients and applicant clients, donors, business partners and online users.

The Privacy Act and this Privacy Policy do not apply to acts or practices which directly relate to employee records of Interchange Inner East's current and former employees.

Definitions

online users refers to anyone that accesses the Interchange Inner East website www.iie.org.au.

personal information as defined by the *Privacy Act 1988* (as amended) is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.

sensitive information as defined by the *Privacy Act 1988* (as amended) is information or opinion (that is also personal information) about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record or health, genetic, biometric information or biometric templates, that is also personal information.

The website means the Interchange Inner East website www.iie.org.au

Overview of Interchange Inner East Programs and Services

Interchange Inner East creates opportunities for inclusion of people with a disability and their family by providing individualised respite, recreation and support services within our community.

In carrying out this mission Interchange Inner East engages volunteers and employees, and receives donations, funding and support from members of the community, corporations, groups and

governments.

In addition to the services which we provide from funds donated by the public, Interchange Inner East is contracted to deliver State and Commonwealth government programs. In providing such services, we comply with the relevant state or national privacy principles and any additional obligations under the contract.

Outline of this policy statement

'Part A — Personal Information Handling Practices' explains our general information handling practices across Interchange Inner East including information about how we collect, use, disclose and store your personal information.

'Part B — Files' offers further detail by explaining our personal information handling practices in relation to specific Interchange Inner East functions or activities such as public forum attendees, and Contractors. Here you can find out what sort of records we keep and why. You may find this section helpful if, for example, you have made an enquiry to Interchange Inner East and wish to know how we manage our enquiries files.

Part A —

Interchange Inner East Personal Information Handling Practices

Our obligations under the Privacy Act

This privacy policy sets out how we comply with our obligations under the *Privacy Act 1988* (Privacy Act). We are bound by the Australian Privacy Principles (APPs) Privacy Act amendments effective 12/03/14, which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.

Collection of Personal and Sensitive Information

Interchange Inner East collects personal and sensitive information from clients, donors, business partners, Interchange Inner East people and online users. Further information about the kind of information collected from each of these groups and the usage of such information is detailed below.

The nature and extent of personal and sensitive information collected by Interchange Inner East varies depending on your particular interaction with Interchange Inner East.

Interchange Inner East Clients

Kind of information collected:

- contact details (name, address, email etc.)
- personal details including: date of birth, gender, income
- information on personal issues and experiences, relationships,
- family background, supports clients may have in the community
- areas of interest
- health information and/or medical history
- credit card numbers or bank account details

How the information is collected:

- Application for services
- membership applications
- registration
- Online referral
- telephone

Purpose for which Interchange Inner East uses the information:

- to assess eligibility and support needs
- to provide Interchange Inner East services
- to provide clients with the most appropriate services for their needs
- to meet any requirements of government funding for programs
- to monitor and evaluate existing services and plan for future services
- to produce annual reports and for research purposes which may involve contracted organisations
- to comply with legal obligations

Interchange Inner East Donors

Kind of information collected:

- contact details (name, address, telephone numbers, email etc.)
- personal details including: date of birth, gender, income
- areas of interest
- donation history
- credit card numbers or bank account details of all our donors
- expiration date of credit card

How the information is collected:

- communications, email, flyers
- online registration
- telephone

Purpose for which Interchange Inner East uses the information:

- to provide Interchange Inner East services
- to process donations and provide accurate receipts

- to facilitate on-going fundraising and marketing activities
- to comply with legal obligations
- to provide transparency relating to donated funds, particularly for Appeals for public donations

Interchange Inner East Business Partners

Type of information collected:

- contact person's name, the name of the organisation which
- employs the person, telephone numbers, fax number, street and
- postal address, email address and position title
- areas of interest by category and industry
- bank details (if Interchange Inner East is to receive payment or make payment for services received)
- Australian Business Number (ABN)
- type of support (e.g. workplace giving, goods in kind, program support, volunteering)

How the information is collected:

- communications, email, flyers
- online registration
- telephone

Purpose for which Interchange Inner East uses the information:

- to provide Interchange Inner East services
- to process donations and provide accurate receipts
- to pay for services
- to establish and manage partnerships
- to receive services from you or the organisation which employs you
- to manage Interchange Inner East 's relationship with the business partner
- to provide information about Interchange Inner East 's services

Interchange Inner East **People** (volunteers, employees,) and applicants
for volunteer work and prospective employees

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- personal details including personal details of emergency contact person(s)
- date of birth

- country of birth, citizenship, residency and/or visa details
- details of current/previous employment or volunteer involvement
- skills and experience
- languages spoken and written
- qualifications, drivers licence details
- information and opinions from referees for prospective employees and candidates for volunteer work
- a Police Check and Working With Children Check may be required for some roles in Interchange Inner East (particularly those involving children, young people and other vulnerable individuals). Individuals will be required to provide certain information for a Police Check. There are different arrangements for Police Checks in each state and territory of Australia. In some cases the Police Check will be received directly by Interchange Inner East and then stored securely or destroyed.
- in some situations it is necessary for Interchange Inner East to collect or receive information about an individual's health. In this circumstance, Interchange Inner East will advise why the information is being collected and whether and to whom it will be released.

Purpose for which Interchange Inner East uses the information:

- to provide Interchange Inner East services
- to process an application to become a member, volunteer or employee of our organisation
- to facilitate a placement in an appropriate service or position
- to assist with services whilst an individual is employed or engaged as a volunteer with Interchange Inner East
- to provide feedback on performance as a volunteer or employee
- to meet legislative responsibilities to all volunteers and employees
- to obtain feedback from individuals about their experiences
- to assist Interchange Inner East to review and improve its programs and services to keep individuals informed about Interchange Inner East developments and opportunities
- to provide information about Interchange Inner East services
- to facilitate further involvements with Interchange Inner East (eg. Disability supports, membership, donor)

Interchange Inner East **Members**

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- date of birth
- areas of interest

Purpose for which Interchange Inner East uses the information:

- to provide Interchange Inner East services
- to provide communication updates and ensure transparency
- relating to donated funds, particularly Appeals for public donations, and Interchange Inner East operations
- to process donations and provide accurate receipts
- to facilitate ongoing fundraising and marketing activities
- to provide info about Interchange Inner East
- to receive invitations to upcoming events and activities
- to recognise your support of Interchange Inner East

Online Users

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms and conditions of use for the Interchange Inner East website.

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- non-personal information e.g. visitor navigation and statistics
- server address, browser type, date and time of visit
- personal information

Purpose for which Interchange Inner East uses the information:

- to process donations, online bookings, purchases/ transactions
- to analyse website usage and make improvements to the website
- Interchange Inner East does not match the personal information collected with the non-personal information

Additional Information

The website may from time to time contain links to other websites. Interchange Inner East stresses that when an online user accesses a website that is not the Interchange Inner East website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check that particular website's policy.

How We Collect Information

Where possible, we collect your personal and sensitive information directly from you. We collect information through various means, including telephone and in-person interviews, appointments, forms and questionnaires. If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us.

In some situations we may also obtain personal information about you from a third party source. If we

collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purposes for which we are collecting your personal information and the organisations to which we may disclose your information, subject to any exceptions under the Act. For example, we may collect information about you from a health care professional, such as your doctor.

Health Information

As part of administering Interchange Inner East services, Interchange Inner East may collect health information. For example, Interchange Inner East collects health information (such as medical history) from some clients participating in Interchange Inner East programs. When collecting health information from you, Interchange Inner East will obtain your consent to such collection and explain how the information will be used and disclosed.

If health information is collected from a third party (such as your doctor), Interchange Inner East will inform you that this information has been collected and will explain how this information will be used and disclosed.

Interchange Inner East will not use health information beyond the scope of the consent provided by you, unless your further consent is obtained or in accordance with one of the exceptions under the Privacy Act or in compliance with another law. If Interchange Inner East uses your health information for research or statistical purposes, it will be de-identified if practicable to do so.

The Health Records Act 2001 applies to health information, which is broadly defined to include information and opinion relating to physical and mental health, disability and aged care services

Use and disclosure of Personal Information

We only use personal information for the purposes for which it was given to us, or for purposes which are related to one of our functions or activities.

For the purposes referred to in this Privacy Policy Statement (discussed above under '*Collection of Personal and Sensitive Information*'), we may also disclose your personal information to other external organisations including:

- Government departments/agencies who provide funding for Interchange Inner East services
- Doctors and health care professionals, who assist us to deliver our services;
- Other regulatory bodies, such as WorkSafe;
- Referees and former employers of Interchange Inner East employees and volunteers, and candidates for Interchange Inner East employee and volunteer positions; and
- Our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, Interchange Inner East will **not disclose** an individual's personal information to a third party unless one of the following applies:

- the individual has consented
- the individual would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected)
- it is otherwise required or authorised by law
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety

- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- it is reasonably necessary to assist in locating a missing person
- it is reasonably necessary to establish, exercise or defend a claim at law
- it is reasonably necessary for a confidential dispute resolution process
- it is necessary to provide a health service
- it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety
- it is necessary for research or the compilation or analysis of statistics relevant to public health or public safety
- it is reasonably necessary for the enforcement of a law conducted by an enforcement body.

We do not usually send personal information out of Australia. If we are otherwise required to send information overseas we will take measures to protect your personal information. We will protect your personal information either by ensuring that the country of destination has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that safeguards your privacy.]

Security of Personal and Sensitive Information

Interchange Inner East takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.

These steps include password protection for accessing our electronic IT system, securing paper files in locked cabinets and physical access restrictions. Only authorized personnel are permitted to access these details.

When the personal information is no longer required, it is destroyed in a secure manner, or deleted according to our Records Disposal Policy.

Access to and correction of personal information

If an individual requests access to the personal information we hold about them, or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold the information, or not make the changes.

Requests for access and/or correction should be made to the Privacy Officer (details of which are set out below). For security reasons, you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

In the first instance, Interchange Inner East will generally provide a summary of the information held about the individual. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in Interchange Inner East databases and in paper files, and which may be used on a day to day basis.

We will provide access by allowing you to inspect, take notes or print outs of personal information that we hold about you. If personal information (for example, your name and address details) is duplicated across different databases, Interchange Inner East will generally provide one printout of this information, rather than multiple printouts.

We will take all reasonable steps to provide access or the information requested within 14 days of your request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within 30 days.

Interchange Inner East may charge you reasonable fees to reimburse us for the cost we incur relating to your request for access to information, including in relation to photocopying and delivery cost of information stored off site. For current fees, please contact the Privacy Officer.

If an individual is able to establish that personal information Interchange Inner East holds about her/him is not accurate, complete or up to date, Interchange Inner East will take reasonable steps to correct our records.

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of Interchange Inner East
- access discloses a 'commercially sensitive' decision making process or information; or
- any other reason that is provided for in the APP's or in the Privacy Act.

If we deny access to information we will set our reasons for denying access. Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the complaints procedure set out below.

Complaints Procedure

If you have provided us with personal and sensitive information, or we have collected and hold your personal and sensitive information, you have a right to make a complaint and have it investigated and dealt with under this complaints procedure.

If you have a complaint about Interchange Inner East privacy practices or our handling of your personal and sensitive information please contact our Privacy Officer (details of which are set out below).

All complaints will be logged on our database.

A privacy complaint relates to any concern that you may have regarding Interchange Inner East's privacy practices or our handling of your personal and sensitive information. This could include

matters such as how your information is collected or stored, how your information is used or disclosed or how access is provided to your personal and sensitive information.

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable timeframe, usually 30 days or as soon as practicable.

However, in some cases, particularly if the matter is complex, the resolution may take longer.

Once the complaint has been made, we will try to resolve the matter in a number of ways such as:

- Request for further information: We may request further information from you. You should be prepared to provide us with as much information as possible, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential.
- Discuss options: We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our Privacy Officer.
- Investigation: Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
- Conduct of our employees: If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
- The complaint is substantiated: If your complaint is found to be substantiated, you will be informed of this finding. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.
- If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this Privacy Policy has been followed, Interchange Inner East may decide to refer the issue to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.
- At the conclusion of the complaint, if you are still not satisfied with the outcome you are free to take your complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au.

We will keep a record of your complaint and the outcome.

We are unable to deal with anonymous complaints. This is because we are unable to investigate and follow-up such complaints. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try and investigate and resolve them appropriately.

Changes to the Privacy Policy

Interchange Inner East reserves the right to review, amend and/or update this policy from time to time.

We aim to comply with the APPs and other privacy requirements required to be observed under State or Commonwealth Government contracts.

If further privacy legislation and/or self-regulatory codes are introduced or our Privacy Policy is updated, we will summarise any substantial modifications or enhancements in this section of our Privacy Policy.

[Note – part B provides a couple of examples]

Part B — Files: how we handle specific types of files that contain personal information

Public Awareness and Education Files-e.g. Event Attendees

Purpose

The purpose of public awareness and education files is to record details of public awareness and educational activities, such as contact with the media, speeches, event management, surveys and publication preparation.

The limited personal information in public awareness and education files relates to organisations, individuals, media representatives, event attendees, service providers and events calendar listings which appear on our website.

Collection

It is our usual practice to collect personal information in public awareness and education files directly from individuals.

Sometimes we may collect personal information from an individual's representative or from publicly available sources such as websites or telephone directories.

Use and disclosure

We only use the personal information in public awareness and education files for the purposes of undertaking public awareness and education initiatives and managing public relations.

The personal information on public awareness and education files is not disclosed to other organisations or anyone else without consent unless the individual would reasonably expect, or has been told, that information of that kind is usually passed to those organisations or individuals, or the disclosure is otherwise required or authorised by law.

Data quality

We maintain and update personal information in our public awareness and education files as necessary, or when we are advised by individuals that their personal information has changed.

Data security

Public awareness and education files are stored in either password protected electronic media or in locked cabinets in paper form. When no longer required, personal information in public awareness and education files is destroyed in a secure manner or deleted in accordance with our Records Disposal Policy.

The following staff members have access to public awareness and education files on a need to know basis:

- Office based staff

Access and correction

For information about how to access or correct personal information in public awareness and education files see 'Access and correction' in Part A of this document.

Contacts Lists

Purpose

We maintain contacts lists which include contact information about individuals who may have an interest in disability services. We use these contacts lists to distribute information about our activities

and publications.

Collection

It is our usual practice to collect personal information in contacts lists directly from individuals, for example, where they have asked to be added to a contact list.

Sometimes we collect personal information from a third party or from a publicly available source such as a website or telephone directory. We usually only collect personal information in this way if the individual would reasonably expect us to, or has given their consent. For instance, we might collect this information if we thought that the individual (or the organisation they work for) would like to receive information about services we are carrying out, or that they might be likely to consider information about disability care useful in the work they do. We would only contact this individual in their work capacity.

Use and disclosure

We only use personal information in contacts lists for the purpose of managing stakeholder relations. We do not give personal information about an individual to other organisations or anyone else without consent unless the individual would reasonably expect, or has been told, that information of that kind is usually passed to those organisations or individuals, or the disclosure is otherwise required or authorised by law.

Data quality

We maintain and update personal information in our contacts lists when we are advised by individuals that their personal information has changed. We also regularly audit contacts lists to check the currency of the contact information. We will remove contact information of individuals who advise us that they no longer wish to be contacted.

Data security

The personal information in the contacts lists is stored in either password protected electronic media or in locked cabinets in paper form. When no longer required, personal information in contacts lists is destroyed in a secure manner or deleted in accordance with Records Disposal Policy.

Routine access to contacts lists is limited to the database operators who have responsibility for maintaining the contacts lists. Other staff members have access to the personal information in contacts lists on a need to know basis.

Access and correction

For information about how to access or correct personal information in our contacts lists see 'Access and correction' in Part A of this document.

References/Related Documents:

IIE Privacy Statement 2014

Privacy Act 1988; Privacy Amendment (Enhancing Privacy Protection) Act 2012

User Guide for Handling Personal Information NDS & NFP Lawyers 2014

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Responsible person	Marie Lugg	Scheduled review date	Sept 2016