



## PRIVACY POLICY

Policy number	002	Version	001
Drafted by	Arlou Arteta and Kanela Giannakakis	Approved by	13 November 2016
Responsible person	Governance and Risk Manager	Committee on Scheduled review date	13 November 2018

### INTRODUCTION

West Welcome Wagon (**WWW**) recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information.

We respect your rights to privacy under the *Privacy Act 1988* (Cth)(the **Act**) and although WWW is not bound by the Act we are guided by the Act in the collection, management and disclosure of personal information.

### PURPOSE

The purpose of this policy is to outline the way WWW collects and manages personal information.

### POLICY

This policy applies to all persons from whom WWW collects personal information, including clients, volunteers and donors.

#### Personal information

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a. whether the information or opinion is true or not; and
- b. whether the information or opinion is recorded in a material form or not.

In general, it is any information that can be used to personally identify an individual. If the information collected personally identifies an individual, or an individual can be identified from it, that information will be considered personal information



There may be instances where we cannot grant an individual access to 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.

### **Anonymity**

Where it is not unlawful or impracticable, an individual may be given the option of not identifying themselves, or using a pseudonym when dealing with WWW. It may not always be possible or lawful to allow this option, but may be given in some circumstances, such as when completing opinion surveys.

### **Implementation**

To implement this policy, WWW will:

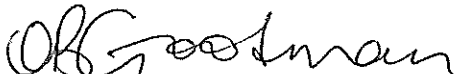
- Ensure all volunteers are aware of this policy and its application to them;
- Identify where personal information is being held (eg by conducting a survey or audit);
- Take reasonable steps to ensure personal information is protected from misuse, loss, unauthorised access, modification and disclosure;
- Create processes to ensure that personal information is destroyed when it is no longer needed (for volunteers and clients);
- Make a copy of the policy available to the public, to volunteers and to clients by placing it on our website, distributing it to CORE and creating a privacy notification to be distributed to our households;
- Give consideration to when information may be collected anonymously;
- Give consideration to any privacy issues WWW may face in relation to its activities;
- Give consideration to any privacy issues WWW clients and volunteers may face; and
- Review the policy every two years to ensure that the policy is up to date.

### **Complaints**

Any complaints in relation to this Privacy Policy should be directed to the Governance and Risk Manager who will investigate the issue and determine the steps that we will undertake to resolve the complaint. Supporting evidence and/or information will need to be provided to the Governance and Risk Manager to review the complaint. The contact details are listed below.

The Governance and Risk Manager will notify the complainant in writing of the outcome of the complaint. If a complainant is not satisfied with the outcome they can contact the WWW Committee to discuss.

### **AUTHORISATION**



**Olivia Goodman**

**Secretary, West Welcome Wagon Inc.**

13/11/16