

## PRIVACY POLICY

Policy number	002	Version	003
Drafted by	Policy and Compliance Team	Approved by Board on	25 July 2023
Updated by	The Board	Scheduled review date	25 July 2025
Responsible person	CEO		

### INTRODUCTION

West Welcome Wagon (WWW, we, our, or us) recognises the importance of protecting the privacy of individuals and respect your rights to privacy under the *Privacy Act 1988 (Cth)* (the Privacy Act).

We may amend this Privacy Policy from time to time by updating it on our website ([westwelcomewagon.org.au](http://westwelcomewagon.org.au)) or by other written notification to you. Any changes to this Privacy Policy take effect upon the earlier of the update to our website or other notification to the users.

### PURPOSE

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

### POLICY

#### 1. What personal information do we collect and hold?

We may collect the following types of personal information:

- a. your name;
- b. your mailing address;
- c. your birth date;
- d. your phone number;
- e. your email address;
- f. your country of origin;
- g. the language(s) you speak;
- h. your visa type;
- i. your emergency contact details, employment details, driver's licence number and working with children check information;
- j. information relating to you that you provide to us directly through our website or indirectly through use of our website or online presence; and
- k. information you provide to us through our service centre, surveys, visits or phone call.

#### 2. How do we collect your personal information?

We will endeavour to collect your personal information directly from you. We may however also collect your personal information in other ways, including:

- through your access and use of our website;
- during conversations between you and our representatives;



- when you complete a client questionnaire or volunteer agreement; and
- third parties such as referring agencies, government departments, local councils and social media websites.

### **3. What happens if we can't collect your personal information?**

If you do not provide us with the personal information described in paragraph 1 above:

- we may not be able to provide you with the requested support, either to the same standard or at all;
- we may not be able to allow you to provide your volunteering services to us; or
- we may not be able to respond to your queries.

### **4. Can you be anonymous or use a pseudonym?**

You have the option of not identifying yourself or using a pseudonym when dealing with us in relation to a particular matter (e.g. when completing opinion or other surveys). However, if you do this, or if you do not provide, or if we do not collect, your personal information you may not be able to use the full functionality of the Website and we may not be able to provide you with our services.

### **5. For what purposes do we collect, hold, use and disclose your personal information?**

We collect personal information about you so that we can perform our business activities and functions. We will only collect personal information when the information is reasonably necessary for or directly related to these functions or activities. These may include:

- to provide support to our clients;
- to manage our volunteers and donors;
- to provide you with information about our support services;
- to assist in providing better support for clients by tailoring our services to meet client needs;
- to assess the performance of the website and to improve the operation of the website;
- to update our records and keep your contact details up to date;
- to minimise loss and prevent theft at our premises, including our warehouses;
- for our internal administrative, marketing, planning, development and research requirements, including providing personal information to our related bodies, service providers or other third parties for these purposes;
- to process and respond to any complaint made by you;
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in cooperation with any governmental authority of any country; and
- for any other purpose which is stated to you at the time of collection and which you authorise.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

### **6. How do we hold your personal information?**



We will take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We will take reasonable steps to ensure that your personal information is only accessible to those of our employees and volunteers whose duties require such access.

We may hold your information in either electronic or hard copy form.

We will destroy personal information when the information is no longer needed for any purpose for which it is able to be used or disclosed and where there is no law or court or tribunal or contract that requires us to keep the information.

As our website is linked to the internet, and the internet is inherently insecure, we do not provide any assurance regarding the security of transmission of information you communicate to us online. We also do not guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

#### **7. To whom may we disclose your personal information?**

We may disclose your personal information for the purposes outlined in this Privacy Policy to:

- our employees, volunteers, contractors, and related bodies;
- our service providers including web hosting providers, IT systems administrators and electronic network administrators;
- our professional advisors including accountants, solicitors, business advisors and consultants;
- government bodies and regulatory authorities or law enforcement agencies;
- any organisation for any authorised purpose with your consent; and
- any third party in order to process and respond to any access request or complaint made by you.

#### **8. Do we disclose your personal information to anyone outside Australia?**

We may hold your personal information in, or disclose your personal information to our data hosting and other IT services providers. The jurisdictions in which these entities may be located include the United States of America, Singapore and Ireland.

#### **9. How can you access and correct your personal information?**

We rely on you to advise us of any changes to your personal information and to assist us to maintain accurate, complete and current information.

You may request to access, update or correct any personal information we hold about you at any time by contacting us (see the details in paragraph 11 below). We will respond to your request within a reasonable period. If we hold personal information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by emailing it to you).

There may be instances, however, where we cannot grant you access to the personal information we hold about you. 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.

**10. What is the process for complaining about a breach of privacy?**

If you believe that your privacy has been breached, please contact our CEO (see the details in paragraph 11 below) who will investigate the issue and determine the steps that we will undertake to resolve the complaint. Supporting evidence and information will need to be provided to the CEO to review the complaint.

We request that complaints about breaches of privacy be made in writing, so we can be sure about the details of the complaint. After we have completed our enquiries, the CEO will contact you, in writing, to advise the outcome of the complaint. If you are not satisfied with the outcome, you may contact our Board to discuss.

**11. How do you contact us?**

If you have any questions about this Privacy Policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact our CEO using the details set out below. We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Our CEO can be contacted using the General Enquiries form at [feedback@westwelcomewagon.org.au](mailto:feedback@westwelcomewagon.org.au)

**AUTHORISATION**

A handwritten signature in black ink, appearing to be "Amanda".

Chairperson

25 July 2023

West Welcome Wagon Inc.