Uniting

Privacy Statement – Volunteers

At Uniting, we recognise your right to privacy and confidentiality and are committed to protecting these. The Uniting values of 'respect' and 'compassion' underpin our work with you and the handling of the information we collect about you during your time volunteering with us.

We are bound by the Australian Privacy Principles in the *Privacy Act 1988* (Cth) and supporting state legislations in the states we operate. These pieces of legislation are in place to protect your privacy. Uniting abides by these regarding how your personal information is collected, used, disclosed and stored, as well as how you can access and make corrections to the information we hold about you.

What is personal information?

Personal information is defined as any information which identifies or potentially identifies an individual, such as name, address, date of birth, health and medical information, or family details.

What personal information do we collect?

At Uniting, we will only ask for personal information that is necessary for us to effectively coordinate volunteer opportunities to carry out and improve our services and programs. Where possible we will collect personal information directly from you, however we may sometimes need to collect information from a third-party organisation or person to whom you have given permission to share your personal information.

As a volunteer we may need to collect information such as your name and contact details, qualifications, previous experience and emergency contact details. We may also collect sensitive information about you (including health information) where it is reasonably necessary for one or more of our functions or activities

When collecting information, we will take reasonable steps to let you know why we are collecting it, who we will give it to and how we will use or disclose it. You can withdraw or modify your consent if you change your mind.

How we collect personal information from you

At Uniting, we collect information directly from you unless it is impracticable to do so. We may collect your personal information in a variety of ways, such as during conversations you may have with one of our representatives, or when you register for one our conferences, events or participate in our activities. We try to collect information from you in a private and confidential way and ensure that you feel safe to disclose personal information, including sensitive personal information (if you choose).

Use of your personal information

Your personal information will only be used for the purpose(s) for which it was collected. We collect personal information about you so that we can perform our activities and functions and to provide the best possible quality of service. We will obtain your consent if we need to share your personal information with other services or organisations.

Disclosure of your personal information

We do not disclose sensitive information about you unless you agree or would reasonably expect us to disclose it (please refer to our full Privacy Policy for details on what we consider as 'sensitive'). When necessary to carry out our services and programs, we may need to share your personal information with our staff, various related organisations, contractors and service providers.

However, there are also situations where Uniting **is** required by law to disclose information without your consent. These may include, but is not limited to, when we believe that there is a serious threat to an individual's life, health, safety or welfare, or when we are required to report critical incidents to our funding bodies.

Protection of your personal information

Uniting will store your personal information in a safe and secure environment. We will take all reasonable care to ensure the confidentiality of your information and to protect it from misuse, loss, or interference. This includes password protection for electronic systems and lockable cabinets for paper files. We will only keep personal information for as long as it is required, after which time, it will be disposed of securely.

In accordance with the Notifiable Data Breach Scheme, Uniting will notify individuals if their personal information has been involved in a data breach likely to result in serious harm. If we are unable to contact the affected individual, then we will post a notification on our website that an eligible data breach has occurred.

Access and correction to personal information

Uniting strives to ensure that all the personal information we hold is relevant, accurate, complete and up to date. You have the right to access your personal information held by Uniting. You also have the right to correct the information held about you, unless there is a sound reason under privacy legislation for Uniting not to allow this.
Requests for access to information should be made to the Uniting Privacy Officer at:

Privacy Officer
Uniting (Victoria and Tasmania) Limited
Level 6, 250 Victoria Parade East Melbourne VIC 3002
Tel: (03) 9192 8100
Email: privacyofficer@vt.uniting.org

Depending on the nature of your request, we may ask you to verify your identity. If access is denied, then you will be informed in writing by the Privacy Officer. Uniting will take all reasonable steps to provide access to the information you request within 10 days and reserves the right to charge for any reasonable costs incurred by complying with your request.

Complaints

If you believe your privacy has been breached or you have a complaint about how Uniting has handled your personal information, please contact us in writing. Complaints can be lodged by contacting the Uniting Privacy Officer, details above. Uniting is committed to addressing and responding to all complaints in a timely manner.

You can also contact one of the following for further advice:

- **Commissioner for Privacy and Data Protection** Level 6, 121 Exhibition Street Melbourne Vic 3000 **P** 1300 666 444 **E** privacy@cpdp.vic.gov.au
- **Health Complaints Commissioner** Level 26, 570 Bourke Street Melbourne Vic 3000 **P** 8601 5200 1300 582113 **E** hcc@hcc.vic.gov.au
- **Office of the Australian Information Commissioner** GPO Box 5218 Sydney NSW 2001
  P 1300 363 992 **E** enquiries@oaic.gov.au
- **Ombudsman: Tasmania** GPO Box 960 Hobart 7001 **P** 1800 001170 1300 766725
  E ombudsman@ombudsman.tas.gov.au

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0.0	*01/08/2018*	*Policy Writer*	*First draft.*
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0.3	*19/06/2019*	*Policy Writer*	*Incorporate changes from Amber Moore.*
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