

Title	PRIVACY POLICY
Section	Governance
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Signature	
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Volunteering SA and NT Incorporated (VSA&NT) is the peak body for volunteering in South Australia and the Northern Territory and follows the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (Privacy Act). We understand the importance of, and are committed to, protecting your personal information. This Privacy Policy explains how we manage your personal information (that is, information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not true or recorded in a material form), including our obligations and your rights in respect of our dealings with your personal information in accordance with the Information Sharing Guidelines.

1. How we collect your personal information

We will collect and hold your personal information in a fair and lawful manner, and not in an intrusive way.

Where it is reasonably practical to do so, we will collect your personal information directly from you. We may collect the personal information you directly give us through means including the following:

- a) when you use or you make an inquiry through our Website;
- b) in administering and performing any contracts with service providers;
- c) when you contact us via telephone or facsimile;
- d) from correspondence (whether in writing or electronically);
- e) through any software applications we provide;
- f) while conducting customer satisfaction and market research surveys;
- g) when administering any of our services; and
- h) as otherwise required to manage our business.

However, in certain cases we may collect personal information from publicly available sources, or third parties such as volunteer-involving organisations, suppliers, recruitment agencies, contractors, our members and business partners.

If we collect personal information about you from a third party we will, where appropriate, request that the third party inform you that we are holding such information, how we will use and disclose it, and that you may contact us to gain access to and correct and update the information.

2. Types of personal information we collect

The type of personal information we may collect can include (but is not limited to), your name, postal address, email address, phone numbers, billing information and, if applicable, employment and/or volunteering information.

We may also collect and hold sensitive information about you, including:

- a) health information;
- b) your racial or ethnic origin;
- c) your sexual orientation;
- d) your religious beliefs or affiliations.

We only collect sensitive information about you with your consent, or otherwise in accordance with the Privacy Act and the Information Sharing Guidelines.

Where you do not wish to provide us with your personal information, we may not be able to properly engage with you or provide you with requested services.

3. Our purposes for handling your personal information

As a general rule, we only process personal information for purposes that would be considered relevant and reasonable in the circumstances.

We collect, hold, use and disclose personal information to:

- a) offer and provide you with our services and memberships;
- b) manage and administer those services and memberships, including account keeping procedures;
- c) communicate with you, including (but not limited to), emailing you membership information and tax invoices;
- d) assist volunteer-involving organisations;
- e) comply with our legal and regulatory obligations;
- f) funding statistical reporting obligations; and
- g) otherwise to manage our business.

We may also use or disclose your personal information for related secondary purposes, where we believe that you would reasonably expect such use or disclosure to occur.

We will not use or disclose your personal information for any other purpose unless you have consented to that use or disclosure, or where otherwise permitted by law.

We may disclose personal information between our organisations or to third parties such as volunteer-involving organisations, our members, our suppliers, organisations that provide us with technical and support services, or our professional advisors, where permitted by the Privacy Act, and in accordance with the Information Sharing Guidelines. If we disclose information to a third party, we generally require that the third party protect your information to the same extent that we do.

4. Protection of personal information

We will hold personal information as either secure physical records, electronically on our intranet system, in cloud storage, and in some cases, records on third party servers, which may be located overseas.

We maintain appropriate physical, procedural and technical security for our offices and information storage facilities so as to prevent any loss, misuse, unauthorised access, disclosure, or modification of personal information. This also applies to disposal of personal information.

We further protect personal information by restricting access to personal information to only those who need access to the personal information to do their job. Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of your personal information.

We will destroy or de-identify personal information once it is no longer needed for a valid purpose or required to be kept by law.

5. Direct marketing

Marketing is important to our continued success, to stay in touch with our members and stakeholders and let them know about new developments. We may provide you with information about new services and promotions either from us, or from third parties which may be of interest to you.

We will not disclose your personal information to third parties for marketing purposes without your consent.

You may opt out at any time if you no longer wish to receive messages from us. You can make this request by contacting our Privacy Officer.

6. Cookies

A cookie is a small text file stored in your computer's memory or on your hard disk for a pre-defined period of time. We use cookies to identify specific machines in order to collect aggregate information on how visitors are experiencing the Website. This information will help to better adapt the Website to suit personal requirements. For information on cookie settings of your internet browser, please refer to your browser's manual.

7. Accessing and correcting your personal information

You may contact our Privacy Officer to request access to the personal information that we hold about you and/or to make corrections to that information, at any time. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by us.

We are not obliged to correct any of your personal information if it does not agree that it requires correction and may refuse to do so. If we refuse a correction request, we will provide you with a written notice stating our reasons for refusing.

We will respond to all requests for access to or correction of personal information within a reasonable time.

8. Overseas transfers of personal information

As at the date of this Privacy Policy, we are not likely to disclose your personal information to overseas recipients.

If in future we do propose to disclose personal information overseas, we will do so in compliance with

the requirements of the Privacy Act. We will, where practicable, advise you of the countries in which any overseas recipients are likely to be located.

If you do not want us to disclose your information to overseas recipients, please let us know.

From time to time we may engage an overseas recipient to provide services to us, such as cloud-based storage solutions. Please note that the use of overseas service providers to store personal information will not always involve a disclosure of personal information to that overseas provider. However, by providing us with your personal information, you consent to the storage of such information on overseas servers and acknowledge that APP 8.1 will not apply to such disclosures. For the avoidance of doubt, in the event that an overseas recipient breaches the APPs, that entity will not be bound by, and you will not be able seek redress under, the Privacy Act.

9. Personal information about employees

We collect information in relation to employees as part of their application and during the course of their employment, either from them or in some cases from third parties such as recruitment agencies. Under the Privacy Act, personal information about a current or former employee may be held, used or disclosed in any way that is directly connected to the employment relationship. We handle employee information in accordance with legal requirements and our applicable policies in force from time to time.

10. Resolving personal information concerns

If you have any questions, concerns or complaints about this Privacy Policy, or how we handle your personal information, please contact our Privacy Officer:

The Privacy Officer

Level 1, 300 Flinders Street

Adelaide SA 5000

Telephone: +61 8 8221 7177 Facsimile: +61 8 8221 7188

Email: reception@vsant.org.au

We take all complaints seriously and will respond to your complaint within a reasonable period.

If you are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

Telephone: 1300 363 992 Email: enquiries@oaic.gov.au

11. Changes

We reserve the right to change the terms of this Privacy Policy from time to time, without notice to you. An up-to-date copy of our Privacy Policy is available on our Website.

Unless the Policy specifically states otherwise, the Policy does not form part of your employment agreement with the Employer. The Employer may unilaterally vary, remove or replace this Policy at any time. To the extent that this Policy imposes any obligations on the Employer and/or purports to provide any right or benefit to you, those obligations are not contractual and do not give rise to any contractual rights. The Employee is required to be familiar with the content of the Policy and comply with the terms at all times.

Note: We are not able to attach the digital signatures to any documents besides an unlocked pdf file.