

# Policy: Privacy

## 1. Purpose

Uniting Communities (UC) believes that the information we collect about our customers is one of the most valuable elements supporting us to being effective in our business.

We are committed to handling your personal and sensitive information in a respectful, secure and lawful manner whilst upholding your right to privacy.

## 2. Protecting your privacy

Uniting Communities will adhere to the provisions of the [Privacy Act 1988](#) (Commonwealth) and the [Australian Privacy Principles](#) (APPs).

## 3. What information do we collect and why?

The kind of information we collect about you will depend on your relationship with us (e.g. as a customer, service provider, donor, funder, employee, volunteer). The primary purpose for collecting your personal information is to provide you with a service. We also use customer information to help us to plan, fund, monitor and evaluate our business.

The kind of personal information we collect may include:

- your name, email address, telephone numbers as well as residential and/or mailing address
- date of birth
- any information you provide to us in order to conduct an assessment or intake
- any information you provide when you are receiving a service
- any other unsolicited Personal or Sensitive Information relevant to the services we provide to you.

We also collect information that you provide to us when signing up to mailing lists and registering for our events, or when submitting feedback on your experience with our website. We collect personal information through our websites and social networking services such as Facebook, Twitter and YouTube. We use this information to improve our website, to receive feedback from the community to improve our business, and for direct marketing. You can choose to opt in or opt out by unsubscribing or withdrawing.

## 4. How do we use and disclose your personal information?

Your information may be used or disclosed:

- for the purpose of providing you with a service, for interagency service planning and collaboration,
- for training or research
- to report to government or other funding bodies how funding is used
- to process your donation or purchase and provide receipts
- to respond to your feedback or complaints, and
- to answer your queries.

Your information may be disclosed to someone outside of the organisation when we are collaborating with other organisations to provide you with a service.

We will always **seek your informed consent** to collect, use or disclose your information. Your information will only ever be shared without your consent where we think it is reasonably necessary to prevent harm or respond to serious threats to individual or public health and safety, for law enforcement purposes or when required or authorised by law. These circumstances are defined in [Australian Privacy Principle 6](#).

## 5. How do we store and secure your personal information?

We take reasonable steps to protect your Personal Information and Sensitive Information against misuse, interference, loss, unauthorised access, modification and disclosure. These steps include:

- restrictions for accessing our electronic IT systems
- securing paper files in locked cabinets
- only storing information for as long as it is needed
- de-identifying information where relevant
- ensuring only authorised staff are permitted to access our systems and premises
- when Personal Information is no longer required, it is destroyed in a secure manner, or is de-identified
- our organisation has a number of Records Management policies and procedures, and our staff are appropriately inducted and trained.

## 6. How can you view, update, correct or delete your personal information?

You can request to access, amend or delete your information held by us by contacting our Privacy Officer using the details below. For security reasons we will ask you to provide proof of identity. If there is a legal or public health or safety reason to refuse your request, we will advise you of this. If you object to this decision, we will advise you how to complain.

## 7. Compliance with the Notifiable Data Breach Scheme

Under the Notifiable Data Breaches (NDB) scheme any organisation or agency the Privacy Act 1988 covers must notify affected individuals and the Office of the Australian Information Commissioner when a data breach is likely to result in serious harm to an individual whose personal information is involved.

We will notify you if your personal or sensitive information is lost, subject to unauthorised access or disclosure and is subject to the NDB scheme.

## 8. How can you make a complaint?

If you believe that your personal information has been misused or mishandled by us, contact our Privacy Officer to discuss your concerns. If having done this you are still unhappy, you can raise your concerns with the Office of the Australian Information Commissioner [here](#) .

## 9. How to contact us

Please direct your enquiries to:

### Privacy Officer

Administrative Office: 43 Franklin Street, Adelaide, SA 5000

Telephone: 1800 615 677

Email: [privacy@unitingcommunities.org](mailto:privacy@unitingcommunities.org)

Postal: GPO 2534, Adelaide, SA 5001

You can find information about us on [our website](#).