

Definitions:

Townsville Street Chaplains Inc. The Association by that name and hereafter called the Association

Policy

Townsville Street Chaplains Inc. is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

Townsville Street Chaplains Inc. is bound by the Australian Privacy Principles (APPs) contained in the *Commonwealth Privacy Act*. Our Association may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to our operations and practices and to make sure it remains appropriate to the changing environment.

The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What kind of personal information does Townsville Street Chaplains Inc. collect and how does the association collect it?

The type of information that the association collects includes [but is not limited to] personal information, including health and other sensitive information about:

- Job applicants, staff members, volunteers and contractors;
- Other persons who come into contact with the Association.

The purpose for which the Association uses personal information of job applicants, staff members and contractors include:

- In administering the individual's employments or contract, as the case may be;
- For insurance purposes;
- Seeking donations and marketing;
- To satisfy the Association's legal obligations e.g. in relation to child protection legislation.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained primarily from information you give us when you register your details with us and in some instances from third parties. We don't guarantee the security of website links or endorse the policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing information to you about our services. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained;
- For a secondary purpose that is directly related to the primary purpose;
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure;
- People providing administrative or financial services;
- Recipients of Association's newsletters/publications;
- Disclosures required by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, where the Personal Information is stored in business client files it will be kept by us for a minimum of seven [7] years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Townsville Street Chaplains Inc. will not charge any fee for your access request, but there may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Policy Ratified December 2018

To be Reviewed December 2019

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at: