

Northern Beaches Women's Shelter Privacy Policy

1. Purpose and Scope

Northern Beaches Women's Shelter (NBWS) is committed to protecting the privacy of clients, donors, staff, the Board, and others who share personal information with us. NBWS recognises the sensitivity of the information provided by clients and is committed to upholding their right to privacy in the collection, storage, and use of that information.

This policy applies to NBWS staff, volunteers, students, the Board, contractors, and suppliers who handle personal information. It also applies to individuals external to NBWS, such as donors, clients, and suppliers. By providing personal information, individuals consent to the use, storage, and disclosure of that information as outlined in this policy.

2. Policy

NBWS is legally obliged to comply with the Privacy Act 1988 (Cwlth) and adheres to the Australian Privacy Principles in its information management practices. In New South Wales, NBWS is also subject to the Health Records and Information Privacy Act 2002 (NSW).

This policy describes how personal information is managed, including the types of personal information collected and how it is collected, stored, used, and disclosed.

The policy applies to all dealings with NBWS, whether online, in writing, or in person. By interacting with NBWS, individuals consent to the use and disclosure of their personal information in the manner described in this Privacy Policy.

3. Policy Context

This policy relates to the following standards and contractual obligations:

- **ASES Standards:**
 - Standard 2: Governance (Requirement 2.3: Data and Knowledge Management)
 - Standard 6: Communication (Requirement 6.1: Communication Standards)
 - Standard 8: Consumer Outcomes (Requirement 8.1: Consumer and Community Engagement Standards)
- **Contractual Obligations:**
 - NSW Department of Communities and Justice Funding Deed

4. Procedure

4.1. Personal Information We Collect

The type of personal information collected depends on the nature of the individual's interaction with NBWS. We only collect information that is reasonably necessary for our functions or activities. This includes, but is not limited to:

- Names, addresses, contact information, bank and credit card details (for clients, volunteers, suppliers, and donors).
- Images, video, and sound recordings.
- Information associated with web browsing, email, phone calls, and other electronic interactions.
- Donor information and donation records.
- Information relevant to services provided, including family circumstances, employment history, and feedback.
- Sensitive information, such as health details, age, disability, racial or ethnic origin, and criminal convictions.

4.2. How We Collect Personal Information

NBWS collects personal information directly from individuals whenever feasible. We may also collect information from third parties with the individual's consent. Personal information can be collected in both hard copy and electronic formats. Hard copy records are securely stored, while electronic records are held in secure databases with appropriate safeguards. Consent for the collection of information is obtained voluntarily.

4.3. Purposes for Collecting, Using, and Disclosing Personal Information

NBWS collects, holds, and uses personal information for the following purposes:

- To provide services, including case management, volunteering, and fundraising.
- To comply with the requirements of funding bodies.
- To operate fundraising and charitable activities in support of NBWS objectives.
- To facilitate proper governance processes, such as risk management, incident management, and audits.
- To gather feedback to improve service quality.
- To conduct research and advocacy based on aggregated information.

4.4. Collecting Personal Information from the NBWS Website

NBWS collects some information when individuals use our website. This may include non-identifiable information related to the use of services available on the website. While we strive to protect personal information online, we cannot guarantee the security of data transmitted over the internet. Our website may contain links to other websites, but NBWS is not responsible for the privacy practices of those sites.

4.5. How We Use Personal Information

NBWS uses personal information in ways consistent with the purpose for which it was collected. For clients, this may include communication, assessing suitability for services, and providing referrals. For donors and suppliers, NBWS uses information to manage relationships and provide services. In the case of job applicants, NBWS uses

the information solely for recruitment purposes, and may verify details with third parties, with the applicant's consent.

4.6. Marketing

NBWS may send marketing materials to supporters where the individual would reasonably expect us to use their information for this purpose. Prior consent will be obtained before using personal information for marketing where the individual would not reasonably expect such use, or where sensitive information is involved. Individuals can opt-out of receiving marketing materials by using the provided unsubscribe link.

4.7. Disclosure of Personal Information

NBWS will not sell, rent, or lease personal information. Information may be disclosed where required by law or where consent has been provided.

4.8. Overseas Disclosure

NBWS generally does not disclose personal information to overseas parties. If such disclosure is necessary, the recipient must comply with this Privacy Policy and the Privacy Act.

4.9. How We Keep Personal Information Secure

NBWS is committed to safeguarding personal information. We use secure network links, firewalls, encryption, password protection, virus protection, and access restrictions to ensure the security of personal information.

4.10. Accessing and Correcting Your Personal Information

Individuals can request access to their personal information by contacting the Manager. Proof of identity may be required. If personal information is inaccurate or outdated, individuals should notify NBWS to ensure it is corrected promptly.

4.11. Updates to the Privacy Policy

NBWS reviews and updates this Privacy Policy at least every three years, particularly in response to changes in legislation. Any updates apply regardless of whether individuals are specifically notified of the changes.

4.12. How We Deal with Privacy Complaints

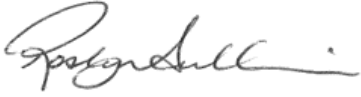
If you have concerns about how NBWS handles your personal information, you can contact the CEO to discuss the issue. If the matter is not resolved satisfactorily, a formal complaint can be made in writing to NBWS via email. If the issue remains unresolved, you can contact the Australian Information Commissioner on 1300 363 992.

Authorisation

This policy has been authorised by the Board Chairperson or CEO of NBWS.

Version	Approved	Review date
1.0	2024	2027

Signed by Chair



Rosy Sullivan