



Purpose and Scope

In the course of our activities, Australian Refugee Volunteers Inc (“ARV”, “we”, “us” and “our”) collects personal information in relation to our clients, volunteers, Committee Members, supporters (including non-financial supporters), donors and others associated with ARV. ARV respects the privacy of these stakeholders and we are committed to complying with our obligations in connection with the collection, storage and use of personal information under relevant privacy legislation, namely:

- the *Privacy Act 1988* (Commonwealth), including the Australian Privacy Principles (**Privacy Act**); and
- the *Health Records and Information Privacy Act 2002* (NSW), including the Health Privacy Principles (**HRIPA**).

This privacy policy may change from time to time and it is therefore important that you review it regularly.

Types of personal information we collect and hold

Personal information is any information or opinion (whether true or not, and whether recorded in a material form or not) about you as an identified individual, or an individual who is reasonably identifiable.

We also collect and hold sensitive information such as relevant health information regarding clients and volunteers which is necessary to perform our activities. **Sensitive information** is a special subset of personal information which is generally afforded greater protections under the Australian Privacy Act. Sensitive information includes health information, which is afforded protections under both the Privacy Act and HRIPA.

The types of personal information we collect and handle include:

Clients (including child participants in our programs, and their parents, guardians or carers):

- contact information, such as name, address, telephone number and email address;
- visa status;
- next of kin;
- date of birth;
- health information; and
- Medicare details.



Volunteers:

- contact information, such as name, address, telephone number, and email address;
- date of birth;
- qualifications;
- employment history;
- interests, skills and hobbies;
- previous voluntary work;
- current NSW Working With Children Check clearance results; and
- contact details of referees and next of kin.

Committee Members:

- contact information, such as name, address, telephone number, email address;
- date of birth;
- qualifications;
- employment history;
- interests, skills and hobbies;
- previous voluntary work;
- current NSW Working With Children Check clearance results;
- contact details of referees and next of kin; and
- a register of potential conflicts of interest.

Donors / Supporters:

- contact information, such as name, address, email address, telephone number.

Anonymity

We will give you the option of not identifying yourself when completing evaluation forms or feedback surveys where it is reasonably practicable to do so.

Why we collect and hold personal information

We only collect personal information that is necessary to enable us to perform our functions and provide our services. However, we may also collect your personal information for related reasons, including:

- developing our services to ensure we are providing the highest levels of care;
- to respond to your comments or questions;
- verifying your identity and information;



- assessing, training, working with and managing our volunteers, and contractors (including processing job applications);
- for the purposes of maintaining internal records, including in relation to past projects and events;
- collecting aggregated data, and conducting surveys, about our services and events;
- with your prior consent, publishing photographs of you and quotes from you in relation to our services and events;
- to show your name and the amount of any donation or sponsorship you may make on our website (unless you choose a private or anonymous donation);
- to process donations and issue tax receipts;
- for marketing purposes, including to send updates about our work, events and fundraising appeals; and
- to comply with applicable laws and regulations.

What if we can't collect and hold personal information?

If you do not provide us with the personal information we need, some or all of the following may occur:

- we may not be able to provide you with our services;
- we may not be able to consider your application to join us as a volunteer; and
- we may not be able to respond to your requests for information.

How we collect information

We collect personal information through various avenues, including:

- information you provide to us directly, for example:
 - when you communicate or interact with us by telephone, email, online (including through our website and our social media channels) or in person;
 - when you complete a form or survey;
 - information you provide to us during attendance at our events;
- information from third parties, including:
 - caseworkers, therapists and school counsellors (if they have your consent to provide your information to us); and
 - our suppliers and other third parties who provide services to us.

You must only provide us with the personal information of someone else if you have that person's consent to do so.



Who might we disclose personal information to?

We may disclose your personal information to various third parties for any of the purposes identified above. The types of third parties with whom we exchange personal information include:

- our service providers, including providers of campaign, promotion, accounting, auditing, banking, legal, data processing, data analysis, document management, research, investigation, recruitment, insurance, training and technology services;
- third parties that facilitate our work, such as an email marketing service, bank, etc;
- for people who work with us, or apply to work with us: referees and screening check providers (eg. for background, identity, eligibility to work, vocational suitability, health and criminal record checks);
- with your prior consent, we may provide your personal information to journalists and other media representatives, if you have agreed to share your experiences;
- government agencies for reporting and compliance purposes;
- various third party suppliers and partners, which provide services and support for our programs and operations; and
- to law enforcement agencies and other organisations where required or permitted by law.

We may also disclose personal information to a third party if we believe on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of a stakeholder or that of another person.

Disclosure of personal information to overseas recipients

We may disclose personal information to persons or entities, including to our service providers, that are located outside of Australia. Such persons and entities may be located in the United States.

Maintenance of personal information

We will take reasonable steps to ensure that personal information we collect, hold, use or disclose is accurate, complete, and up-to-date.

Security and Retention of personal information

We will:



Australian Refugee Volunteers Inc. (ARV)

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- take reasonable steps to store personal information securely (whether it is held in paper, electronic or any other form), protecting it from unauthorised access;
- take reasonable steps to safeguard personal information collected from misuse, loss and modification; and
- securely destroy personal information when it is no longer required.

Direct marketing

From time to time we may send you direct marketing communications regarding our services, programs, events, volunteering opportunities and fundraising events.

We may contact you by electronic messages (e.g. email), online (e.g. through our website or our social media channels), by mail, and by other means, unless you opt out or we are subject to legal restrictions.

Individuals can change what type of information they receive from ARV by contacting ARV, or by following the opt-out instructions included in emails, with one exception:

- All volunteers at ARV are also members of ARV. Legislation requires that certain notices be sent to members, e.g. Notice of AGM. You can resign as a member of ARV at any time by logging into your account at <https://arv.community>

Access and Correction to personal information

As the accuracy of information held depends largely on the information you provide, we recommend that you:

- advise ARV if there are any errors in your personal information; and
- keep ARV up-to-date with changes to your personal information, such as name and address details.

In most cases, we can help you promptly and informally with these requests. In other cases, we may need to verify your identity and ask you to make your request in writing.

From time to time, we may need to reject your request to access or correct the personal information we hold about you, if providing access to the personal information would:

- pose a serious and imminent threat to the life or health of any individual;
- have an unreasonable impact upon the privacy of other individuals; or
- be unlawful.

We will provide our reasons if we deny your request for access to, or correction of, your personal information. Where we decide not to make a requested correction to



your personal information and you disagree, you may ask us to make a note of your requested correction with the information we hold about you.

Complaints process

At ARV, we are committed to fostering a culture that is respectful of the privacy of individuals. If you believe your privacy has been breached by us, or need to correct the personal information held by us, please contact us as set out below.

We will promptly acknowledge and investigate any complaint we receive, let you know who will be handling your matter and when you can expect a further response. We may request additional details from you regarding your concern, and we may need to engage or consult with other parties to investigate and deal with your issue. We will keep records of your request and any resolution.

If you are not satisfied with our response, you may take your privacy complaint to the Office of the Australian Information Commissioner (OAIC). To make a complaint to the OAIC, please visit the OAIC's website <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or phone 1300 363 992.

How to contact us

If you have any questions or comments about this privacy policy, please don't hesitate to contact us as follows:

Contact: the President

Phone: 02 8098 7874

Email: president@arvolunteers.org

Alternatively you can **write to us** at Australian Refugee Volunteers Inc, PO Box 464 Sydney NSW 2001.

VERSION HISTORY

Versions	Date	Drafted/reviewed by
Version 1	May 2020	External, reviewed by Jamie Lee, President