



Privacy Policy

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Civic Assist

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Civic Assist (CH2321) is a registered charity, for the purpose of the collection of funds from the public in Queensland.

ABN 46 156 661 273

Version Control

Ver.	Amendment Summary	Released	Approved By	Review Due
1.0	First Release	Jul 2016	Managing Director	Jul 2017
2.0	Update webpage & email footer	Oct 2016	Managing Director	Oct 2018
2.1	Update nomenclature	Feb 2017	Managing Director	Oct 2018
3.0	Change of Company Name, include of Scope, update References and Definitions, formatting.	Nov 2018	Managing Director	Nov 2019
3.1	Annual review – updated next review date only	Nov 2019	Managing Director	Oct 2020
3.2	Remove reference to Managing Director and add General Manager in Approval Update CA postal address	Apr 2021	General Manager	Jun 2021
3.3	Update webpage & email footer	Mar 2023	General Manager	Mar 2024
4.0	Update nomenclature. Remove policy approval statement. Make clear the purpose, application and scope. Added new section 5.5 data breaches. Update clause numbering.	Mar 2024	CA Board	Mar 2025

1. PURPOSE

The purpose of this policy is to set out the commitment to the protection of personal privacy that Civic Assist has for all those who use or interact with its services.

2. APPLIATION AND SCOPE

This policy applies to Civic Assist. This policy includes how Civic Assist collects and holds personal information in a record that is necessary to service its visitors, volunteers, sponsors, employees and those who use its services.

3. REFERENCES

Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles.

4. DEFINITIONS

4.1 Access

This involves an organisation giving an individual information about themselves held by an organisation. Giving access may include allowing an individual to inspect personal information or giving a copy of it to them.

4.2 Disclosure

In general terms an organisation discloses personal information when it releases information to others outside the organisation. It does not include giving individuals information about themselves (this is 'access' see above).

4.3 Personal Information

Information or an opinion in any form, whether true or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. For example, details about your date of birth, marital status or health information. It includes all personal information regardless of its source.

4.4 Sensitive Information

Is a subset of personal information. It is information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record.

4.5 Use

In general terms, use of personal information refers to the handling of personal information within an organisation including the inclusion of information in a publication.

5. POLICY

Civic Assist is committed to the protection of personal information. Civic Assist is bound by the Australian Privacy Principles that form part of the Privacy Act 1988 (Commonwealth) (the Privacy Act) and believe that respect for privacy forms part of the ongoing trust we wish to develop with those we provide services to. This Privacy Policy describes how we treat personal information that we hold consistent with this legislation.

5.1 Collection

Civic Assist only collects personal information that is reasonably necessary to conduct our business or that is specifically and knowingly provided to us, this information will be collected by lawful and fair means and will not be collected in an unreasonable or intrusive way. Personal information will be collected directly from the individual concerned, unless it is unreasonable or impracticable to do so.

The personal information that we maintain is kept for the following purposes:

- to provide services as requested;
- to inform those we provide services to about updates or changes to the services we provide, including sending correspondence;
- internal accounting and administration;
- to protect those we provide services to and us from fraud and unlawful activity;
- to provide duty of care; and
- to provide care and support.

When collecting personal information, we will make sure those providing it know:

- who we are and provide our contact details;
- how to access their personal information;
- the primary purposes for which the information was collected;
- who we would usually disclose the personal information to;
- any legislative requirements for collecting the personal information; and
- the main consequences (if any) if they do not provide us with this information.

When contacting someone whose information was given by a third party, for example an emergency contact, the company representative calling will inform them how they came into possession of their personal information.

5.2 Use and Disclosure

We may use and disclose your personal information for the primary purpose for which it is collected. We may also use and disclose your personal information for other purposes for which you would reasonably expect us to use the information for.

Civic Assist will not use or disclose or permit the use or disclosure of any personal information unless one or more of the following apply:

- the individual concerned has provided consent;

- a reasonable person would expect the information to be used or disclosed;
- it is in accordance with this Privacy Policy;
- we believe that the use or disclosure is necessary where there is a reasonable suspicion of unlawful activity or misconduct of a serious nature that relates to our functions or activities;
- use and disclosure is required or authorised by law;
- we believe the use or disclosure is necessary for the operation, development or administration of Civic Assist or services provided by Civic Assist; or
- we reasonably believe it is necessary to prevent any serious threat to any person's life, health or safety and it is unreasonable or impracticable to obtain consent.

5.3 Data Quality

Civic Assist will make every reasonable effort to ensure that personal information we collect, disclose and use is accurate, complete and up to date.

5.4 Data Security

Civic Assist will take all reasonable steps to protect the information we collect from misuse, loss, unauthorised access, interference, modification or disclosure and keep it secure at all times. Access to information will be limited to those of our employees and volunteers who need it to carry out their duty of care and role functions.

Personal information that is no longer required (as permitted by the Privacy Act) will be destroyed or permanently de-identified before disposal.

Civic Assist holds information in lockable paper-based files as well as electronically. Data stored electronically in a cloud environment will have relevant laws of where the data servers are located i.e. USA or Australia that may affect who has access to your personal information on record with us. Civic Assist will take all reasonable steps to ensure data stored on these servers remains secure.

5.5 Data Breaches

In the event that Civic Assist becomes aware of a data breach where personal information is accessed or disclosed without authorisation, and that access is likely to result in serious harm, Civic Assist will promptly notify the affected individuals and the Office of the Australian Information Commissioner (OAIC).

5.6 Openness

Civic Assist will take all reasonable steps to let you know, generally, the actual use of information that is collected and the type of personal information that we keep. Information we keep varies on the individuals' involvement level and includes, but is not limited to,

- name, date of birth, gender and contact details;
- any medical or emergency contact details provided by an individual, their next of kin or their parent or guardian to enable us to fulfil our duty of care;

- family relationships;
- details of programs, services or events attended, volunteered at or registered for;
- basic details of care or assistance given including the name of the person met with, date and time;
- financial and bank details supplied to enable direct debit or credit card payments or donations;
- details of significant events or anniversaries;
- details of Police Checks or Working with Children Check Blue Cards and reference checks;
- details of qualifications held; and
- details of training undertaken.

5.7 Access and Correction

All people have a right to access the personal information we store about them.

Updates and corrections to personal information that is in use can be made by contacting the Civic Assist Office.

All requests to view or delete personal information should be directed in writing to the Privacy Officer. The Privacy Officer or their delegate may require you to provide adequate identification before processing a request. When a written request is received by the Privacy Officer or their delegate, they will arrange a time for you to view the information, or where necessary for the information to be deleted by one of our authorised employees within a reasonable timeframe unless:

- a written refusal has been supplied to you by us;
- it is unlawful to provide the information;
- the request poses a serious threat to the life or health of any individual or misconduct of a serious nature that relates to our functions or activities;
- the request has an unreasonable impact on the privacy of other individuals;
- the request is frivolous or vexatious; or
- there is another exception under law.

If the Privacy Officer determines that an exception applies, they will notify you and give their reasons for the exception. If we refuse your request to access or correct your personal information, we will provide you with information on how you can complain about the refusal. Requests to correct or change information that is not easily accessible or likely to be used will be reviewed by the Privacy Officer and if access is refused written reasons will be supplied to you and the avenue in which you are able to complain about the refusal (if you are not satisfied with the reasons).

In addition, if we refuse your request to correct your personal information you also have the right to request a statement be associated with your personal information noting that you disagree with its accuracy.

Any fees charged for processing your request to access information will be on a cost recovery basis only. This charge covers such things as locating the information and supplying it to you. No fee will be charged to request access to information.

5.8 Identifiers

Civic Assist will not adopt any government identity numbering system.

Civic Assist will not use or disclose a Commonwealth government identifier in a way which is inconsistent with the purpose for which they were originally issued. They will only be used where such use or disclosure is either:

- necessary for the organisation to fulfil its obligations to the agency that assigned the identifier to the individual, or
- in the interest of health or safety.

5.9 Anonymity and Pseudonymity

Where it is lawful and practical to do so, Civic Assist will give people the option of interacting with us anonymously or via the use of a pseudonym. It should be recognised that anonymity or the use of pseudonym will restrict the ability of Civic Assist to contact and provide care for the person and it may limit the person's ability to volunteer or be involved in certain activities.

Civic Assist will not use identifiable images of individuals for any marketing or promotional purposes without their knowledge and consent.

5.10 Cross border data flows

Civic Assist will only transfer personal information overseas where:

- it is at the request of the person whose information is being transferred; or
- the information is being transferred to the individual concerned; or
- the transfer meets the requirements of National Privacy Principle 9 and the transfer is personally approved by the General Manager or Board of Directors.

5.11 Sensitive Information

Civic Assist will only collect or use sensitive information where it is necessary for us to exercise our duty of care, is legally required or it is information directly related to assistance given.

Sensitive information includes:

- an individual's racial or ethnic origin;
- health or medical information;
- political opinion;
- membership of a political association, professional or trade association or trade union;
- religious beliefs or affiliations;

- philosophical beliefs;
- sexual preferences or practices;
- criminal record; and
- genetic information.

6. PRIVACY WORK PRACTICE GUIDELINES

6.1 Collection

All forms and documents used to collect personal information will contain the following elements:

- a brief explanation of why the information is being collected, this can be in the form of the document title e.g. 'Course Evaluation Form' or 'Client Record Form'. If this information is to be used for a secondary purpose, for example updating the details on the database, this should be explicitly stated and, if practical, an option provided to opt out; and
- information on the identity of the organisation collecting the information including at least a registered trading name (Civic Assist) and the company ABN (46 156 661 273); and
- information on how to contact us including at least an email or postal address and telephone number; and
- information on what other organisations may have access to this information; and
- the following privacy statement (or similar)

Civic Assist (ABN 46 156 661 273) collects and uses your personal information for the purposes of administration and care. If you are providing us with information about another individual, for example an emergency contact, you are responsible to gain their permission. If you do not provide us with the information requested, we may not be able to provide you with services you are requesting. You can access and update your personal information by calling 07 4631 5822 during business hours or submitting a request in person or via email at info@civicassist.org.au. For further information, please view our privacy policy at civicassist.org.au/privacy or ask us for a copy.

6.2 Use and Disclosure

Civic Assist will only use or disclose personal information in ways a reasonable person would expect the information to be used or disclosed.

Collected information will not be used in direct marketing unless you have provided your consent or you would reasonably expect us to use your personal information for that purpose.

Where a request is made to disclose or use sensitive information (i.e. with a name), these requests should be in writing or via email directly from the person concerned, or if they are incapacitated, their legal representative.

Where a request is made by a third party or written confirmation is unavailable any disclosure will be in an unidentifiable way.

- Personal information will only be entered on the database where it has been gained with a clear intent that the information is available for the organisation to use for future contact. For example - an email giving a change of address, a form explicitly provided for updating personal details.
- Personal information, including whether a person attends programs, will not be given out to any person who is not a staff member or authorised volunteer.
- Where personal information is required to allow attendance, for example in a youth program, that information will only be used for the purpose provided. For example, information provided by a visitor to allow a young person to visit a program on a one-off basis will not be used for any purpose other than allowing that visit.
- Any disclosure to protect the life and safety of any person will be documented. For example, information given to emergency services or to the Department of Child Safety.

6.3 Data Quality

To keep information, correct and up to date Civic Assist will appoint an appropriate administrator who will be responsible for updating general data on the database including;

- having forms available at the office for people to update their details
- regularly remind volunteers, clients, attendees and staff to update their details
- entering updates provided on Forms and contacting the person concerned to clarify the correct information when data quality appears poor.
- updating or removing incorrect contact details when mail is returned or telephone numbers are out of date.
- ensuring that requests for 'do not mail' and silent telephone numbers are indicated on the database.
- making reasonable attempts to obtain updated contact details when details are known to be out of date.

Clients, employees, contractors, and volunteers will inform the Administrator as soon as practicable when they become aware that information is incorrect or out of date.

6.4 Data Security

All paper-based personal information will be stored in lockable facilities that require either;

- a key; (e.g. lockable filing cabinet, lockable office)
- a Grand Master key; (e.g. the CSO office) or
- an electronic code (e.g. a safe)

All users of the computer network will comply with the Computer and Network Use Policy.

All paper-based personal information that is no longer required will be shredded if permitted by the Privacy Act. However, approval will be obtained from the Privacy Officer or their representative prior to any documentation being shredded.

6.5 Identifiers

Medicare Card numbers will only be collected where it is required to fulfil our duty of care (e.g. for children) and will only be disclosed for the purpose of gaining medical treatment for the relevant person.

6.6 Anonymity and Pseudonymity

Where it is operationally possible we will give people the option to interact with us anonymously, by the use of a pseudonym or with minimal information being recorded. This means;

- people may attend our programs that are open to the public, purchase resources, e.g. CDs or books, or make donations without providing us any personal information.
- where, for legal reasons, a person cannot attend a program or use a service without providing us with personal information we will explain why the information is required and provide an option to give minimal information or information that will not be entered on the database for other uses.

6.7 Sensitive Information

Sensitive information including information about appointments and medical and health information will be afforded a higher level of security than general personal information. This means that;

- consent will be obtained from the individual prior to their sensitive information being collected;
- only necessary sensitive information will be collected.
- information about the specific nature of appointments will be stored in secured facilities that are accessible only to relevant authorised staff.
- under 18's enrolment forms, volunteer registration forms and any other paper-based record that potentially contains government identifiers or medical information is locked in a restricted area when not in use and is never left unattended in public areas.

7. ENQUIRIES

If you have any enquiries about the content or operation of this policy, or you would like to access your personal information or believe the information we hold about you is incorrect please contact:

Civic Assist – 07 4631 5822

If you have any concerns about how we are handling your personal information or would like to make a complaint, please contact our office or you can complain to the Office of the Australian Information Commissioner about the way we handle your personal information.

The Commissioner can be contacted at:

GPO Box 5218
SYDNEY, NSW 2001
Phone: 1300 363 992
Email: enquiries@oaic.gov.au