

Privacy statement.

1. Introduction

Uniting (Victoria Tasmania) Limited (**Uniting**) 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.

We are bound by the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988 (Cth)* (the Privacy Act), the Health Privacy Principles contained in the *Health Records Act 2001 (Vic)*, the *Personal Information Protection Act 2004 (Tas)*, and the *Mental Health & Wellbeing Act 2002 (Vic)* which govern how organisations may collect, use, disclose and store personal information, and how individuals may access, and correct personal information held about them.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au.

This Privacy Statement supports Uniting's Privacy Policy, available on our website.

2. What is personal information and why do we collect it?

Personal information is information or an opinion that identifies an individual. We collect personal information from our employees and volunteers, our consumers (including their families and carers), and other stakeholders of Uniting.

Examples of personal information we collect includes your full name and contact details:

- Street address
- Email addresses
- Phone numbers

As a consumer, program participant or carer, we may collect details such as your health information, family history and details of the services you have enquired about.

As a donor or supporter, we may need to collect details such as your name, postal address, email address, phone number, date of birth, gender, income, occupation, and your employer details.

As a valued financial supporter of our fundraising activities, we may also need to collect your bank account or credit card details.

As a customer at one of our many stores or social enterprises, we may need to collect your name and contact details at the time of purchase or in connection with your donation of goods.

Uniting collects personal information in a number of different ways, for example when you contact us, through forms, telephone, through our website and from third parties.

Your personal information will only be used for the purpose(s) for which it was collected and be directly related to the provision of Uniting services and activities and is collected by lawful and fair means.

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.

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.

3. 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.

4. Third parties

Where reasonable and practicable to do so, we will collect your personal information directly from you and with your consent. 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.

5. Marketing and communications

We may collect, use, and disclose information that we have received through our marketing activities for purposes to process and record donations, provide receipts, contact you about our activities, and to provide you with our newsletters, reports, invitations, and requests for support. We may contact you using a number of different mediums for example by phone, mail, email, social media, SMS etc.

You will be offered the opportunity to 'opt out' if you do not wish to receive this information. You can also contact us on (03) 9192 8100 if you prefer not to receive future communication from us.

6. Disclosure of personal information

Your personal information may be disclosed in a number of circumstances including the following:

- Trusted and like-minded third parties where you consent to the use or disclosure
- Where required or authorised by law.

7. Security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised 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.

8. 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 (details of which are set out below).

Uniting will not charge any fee for your access request but 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.

9. Keeping your personal information up to date

It is an 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.

10. Complaints procedure

If you believe your privacy has been breached or you have a complaint about how Uniting has handled your personal information, you have a right to make a complaint.

If you have a complaint about Uniting's privacy practices or our handling of your personal and sensitive information please contact our Privacy Officer in writing (details below).

11. Unique identifiers

We will not normally adopt as our own, an identifier of an individual that has been assigned by other organisations. We will not disclose an identifier assigned to an individual unless the disclosure is permitted under the Privacy Legislation.

12. Anonymity

Where lawful and practicable, Uniting will take all reasonable steps to comply with a request to access our services on an anonymous basis or using a pseudonym.

13. Trans-border data flows

If we are otherwise required to send information overseas we will take measures to protect your personal information, by either ensuring that the destination country has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that safeguards your privacy.

14. Policy updates

The Uniting Privacy Policy may change from time to time and is available on our website.

15. Privacy enquiries

If you have any queries or complaints about our Privacy Policy please contact Uniting's Privacy Officer:

Privacy Officer

Uniting (Victoria and Tasmania) Limited
Level 4, 130 Lonsdale Street, Melbourne Vic 3000
Tel: (03) 9192 8100
Email: privacyofficer@vt.uniting

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you can contact:

- Office of the Australian Information Commissioner on 1300 363 992 or via www.oaic.gov.au
- Health Complaints Commissioner on 1300 582 113 or via www.hcc.vic.gov.au