



PRIVACY POLICY			
Policy Number:	POL7.V20		
Approved by Board on:	November 2020	Scheduled Review Date:	November 2022

Neighbours Aid Ltd. recognises the importance of client privacy and supports best practice procedures in the way your personal information is handled.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). 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 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 may collect could include names, addresses, email addresses, phone and facsimile numbers, donation details, age and birthdate information.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website www.neighboursaid.org, from your website, from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of promoting our charitable project activities, opportunities for support – including donations, providing information to our supporters and other marketing. 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/marketing 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; and
- Where required or authorised by law.

Information collected by Neighbours Aid Ltd.

Neighbours Aid Ltd. collects information from donors, sponsors, volunteers, work for the dole participants, job applicants, staff members, contractors and customers which *may* include personal Information such as,

- name
- address
- phone number
- email address
- credit/debit card details
- date of birth
- religion
- emergency contacts
- medical information (e.g. details of disability and/or allergies, and medical certificates)
- salary and payment information, including superannuation details
- complaint records and investigation reports
- leave details
- photos and videos at organisation events
- workplace surveillance information
- work emails and private emails (when using work email address and Internet browsing history)

Personal information is only collected when necessary and is supplied with consent. Individuals or groups can, for instance, make an anonymous donation or inquiry. Personal details are required to

- enable pickup and delivery transactions
- link a sponsor with a child
- process and post a receipt, magazine or letter
- send new or updated child information
- establish periodic payments and recurring credit card transactions
- maintain the relationship between supporters and Neighbours Aid Ltd.
- administering volunteer, employment, or contracts
- for insurance purposes
- seeking donations and marketing for the Organisation
- to satisfy the Organisation's legal obligations

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, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years in accordance with ACNC record keeping obligations.

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.

Neighbours Aid Ltd 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.

Maintaining the Quality of your Personal Information

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.

Credit card information

Credit card details are only used when processing a donation, sponsorship payment or purchase and are securely stored when required. They are not used for any other purpose.

Marketing and Fundraising

Neighbours Aid treats marketing and seeking donations for the future growth and development of the organisation as an important part of ensuring that Neighbours Aid continues to provide a quality supportive environment in which clients thrive. Personal information held by Neighbours Aid may be disclosed to organisations that assist in the organisation's fundraising.

Clients, Partners, Volunteers and other members of the wider Neighbours Aid community may from time to time receive fundraising information. Neighbours Aid publications, like newsletters and magazines, which include personal information, may be used for marketing purposes.

If you would like to opt-out of direct marketing please contact Neighbours Aid on admin@neighboursaid.org

Security

Neighbours Aid Ltd strives to ensure the security, integrity and privacy of personal information submitted to us and confidential company information. This includes Leases, Loans, Financial Activities, Daily Takings, Legal Matters, Personnel Management issues.

The staff and volunteers of Neighbours Aid Ltd will not at any time during their time with Neighbours Aid Ltd or at any time after leaving Neighbours Aid Ltd divulge any confidential information that is the property of Neighbours Aid Ltd to any person or persons without their previous consent in writing from Neighbours Aid Ltd. Furthermore, former associates of Neighbours Aid Ltd will not use or attempt to use any information acquired during their time with Neighbours Aid Ltd which would in any manner be conceived to injure or cause loss to Neighbours Aid Ltd.

Neighbours Aid Ltd is committed to the privacy and security of our donors.

Neighbours Aid Ltd will not rent, exchange or sell mailing lists of our supporters to other organisations.

Data Breaches

It will be deemed that an 'eligible data breach' has occurred if:

- there has been unauthorised access to, or unauthorised disclosure of, personal information about one or more individuals (**the affected individuals**)
- a reasonable person would conclude there is a likelihood of serious harm to any affected individuals as a result
- the information is lost in circumstances where:
 - unauthorised access to, or unauthorised disclosure of, the information is likely to occur
 - assuming unauthorised access to, or unauthorised disclosure of, the information was to occur, a reasonable person would conclude that it would be likely to result in serious harm to the affected individuals.

Serious harm may include serious physical, psychological, emotional, economic and financial harm, as well as serious harm to reputation.

What must the organisation do in the event of an 'eligible data breach'?

If Neighbours Aid suspects that an eligible data breach has occurred, it will carry out a reasonable and expedient assessment/investigation within 30 days.

If such an assessment/investigation indicates there are reasonable grounds to believe an eligible data breach has occurred, then Neighbours Aid will be required to lodge a statement to the Privacy Commissioner (**Commissioner**). Where practical to do so, the organisation entity will also notify the affected individuals. If it is not practicable to notify the affected individuals, Neighbours Aid will publish a copy of the statement on its website, or publicise it in another manner.

Exception to notification obligation

An exception to the requirement to notify will exist if there is a data breach and immediate remedial action is taken, and as a result of that action:

- there is no unauthorised access to, or unauthorised disclosure of, the information
- there is no serious harm to affected individuals, and as a result of the remedial action, a reasonable person would conclude the breach is not likely to result in serious harm.

Policy Updates

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

Privacy Policy Complaints and Enquiries

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

Neighbours Aid Ltd
P.O. Box 664
Nambour, QLD 4560
admin@neighboursaid.org
07 5476 2383