



PRIVACY INFORMATION

Meeting our privacy obligations – charitable assistance provided by call centres, conferences, assistance centres, soup vans, education programs and Vinnies Youth activities.

This information sheet is to be used in conjunction with the “Privacy Policy” of the St Vincent de Paul Society Victoria (the Society) and the attached “Privacy Law Procedures”

The Society has an approved Privacy Policy which sets out the principles adopted in relation to the protection and handling of an individual’s personal information.

The Society’s *Privacy Policy* and *Privacy Information* sheet is available on the Society’s member’s portal and is displayed on the Society’s website: <https://vinnies.org.au/vic/policies/privacy>

THIS INFORMATION SHEET AND PROCEDURES ARE SPECIFICALLY FOR USE BY CONFERENCE MEMBERS AND THOSE WORKING IN ASSISTANCE CENTRES AND CALL CENTRE OPERATORS, WHO, IN THE COURSE OF PROVIDING ASSISTANCE TO THOSE IN NEED COLLECT PERSONAL INFORMATION FROM INDIVIDUALS.

1. What does the Privacy Act cover?

The *Privacy Act* provides for the protection of an individual’s information. It contains provisions that deal with:

- **‘personal information’** (information or an opinion that could identify a person or may reasonably identify a person, for example, their name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person);
- **‘sensitive information’** (such as health information, racial or ethnic origin, religious beliefs or affiliations, criminal record);
- **tax file numbers**
- **credit information.**

The *Privacy Act* generally affords a higher level of privacy protection to sensitive information than to personal information.



2. What is the Society's policy in relation to the privacy reforms?

Society activities are regulated by the *Privacy Act*. The Society is strongly committed to protecting the personal information of individuals and otherwise complying with the legislation.

The Privacy Policy sets out the principles the Society has adopted in relation to the protection and handling of personal information, including:

- the circumstances in which personal information may be collected;
- the purposes for which the Society collects, holds, uses and discloses personal information;
- measures taken to protect security of personal information;
- procedures for accessing and correcting personal information; and
- procedures for making a privacy complaint.

3. What does the Policy mean to me when providing charitable assistance to individuals?

As a first step, you should read the *Privacy Policy* and the *Privacy Law Procedures* so that you are aware of how the Society deals with the personal information it receives and collects from individuals.

This information sheet explains what you need to be aware of when collecting personal information while providing conference assistance in home visits or in assistance centres, working in call centres, soup vans, education programs, Vinnies Youth activities or in any function of the Society's operations where personal information is required. In particular members need to be aware of the private spaces and personal dignity emphasis of the *Privacy Policy*.

4. What happens when collecting personal information?

At or before the time personal information is collected from an individual, or if that is not practicable, as soon as possible after information is collected, the Society MUST ensure that the individual is informed of certain matters, including:

- that the information has been collected;
- the purpose of collection;
- the consequences for the individual if the information is not collected;
- any third parties that the information may be disclosed to;
- if the information is being disclosed overseas.

This information can be provided to the individual in a *Privacy Statement*, or as a recorded message on call centre telephones.



5. Privacy Statement

COLLECTION OF PERSONAL INFORMATION – PRIVACY STATEMENT

Background

The St Vincent de Paul Society Victoria (“**the Society**”) is a not for profit incorporated association, incorporated under the laws of Victoria.

Our Mission: we aspire to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy and by working to shape a more just and compassionate society.

Your right to privacy is integral to our key values of commitment, compassion, respect, integrity, empathy, advocacy and courage.

Your privacy rights

Your personal information will only be used or disclosed in accordance with our Privacy Policy. Our Privacy Policy contains information about how to access your personal information and how you may complain about any concerns you have about potential privacy breaches.

You have the right to ask us to obtain information only from you wherever practicable.

You can gain access to your personal information by contacting our Privacy Officer whose details appear below. You can ask to access this information at any time during business hours. You can ascertain whether it is correct and if it is not correct, you can ask us to correct it.

How we use your information

Your information is collected to allow us to discharge our duties which might involve referring you to another service, assessing applications for support or assistance, providing support and assistance, assessing employee or volunteer applications, conducting surveys and research and administering our systems and improving and personalising our services to you. Sometimes information is collected from people other than yourself when you are referred to the Society. If you choose to deal with us anonymously you may still be able to access some of our services and make general enquiries although not all of our services can be provided if you do not consent to us collecting any of your personal information.

We respect your privacy

We will take reasonable measures to ensure that unauthorised third parties do not overhear or otherwise gain access to your personal information. To do so we will identify private spaces when collecting or discussing personal information. We use service providers who may use servers and cloud servers hosted overseas.

If there is a problem

Your privacy is important to the Society and we will do our best to resolve any concerns. If you have a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact our Privacy Officer using the details set out below.

The St Vincent de Paul Society Victoria takes your privacy concerns very seriously and treats all requests or complaints confidentially. We undertake to respond to any concerns raised within a timely manner, and to provide a response to written complaints within 30 days.

Privacy Officer Email: privacyofficer@svdp-vic.org.au
43 Prospect Street, Box Hill Vic 3128

Phone: [03 9895 5800](tel:0398955800)

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/> and on [1300 363 992](tel:1300363992).

Copies of this Privacy Statement will be available to all who carry out the work of the Society to hand to those seeking assistance whenever required.



6. At what point must the *Privacy Statement* be given to an individual?

The *Privacy Statement* must be given at or before the time personal information is collected from an individual, or if that is not practicable, as soon as possible after information is collected.

People who have already been advised of the Privacy requirements on a previous occasion do not have to be re-informed.

Typically, a *Privacy Statement* will be provided to an individual in the following situations:

- when calling for assistance through a call centre, the *Privacy Statement* will be provided as a pre-recorded message or read out to the individual by the call centre operator; it is not then necessary for the member conducting the follow-up visit to provide the privacy information.
- when assistance is provided at an Assistance Centre the *Privacy Statement* will be available to be offered to the person and a note made on the person's record that they have been advised of the privacy requirements.

7. Do I need to display the *Privacy Policy* in the Assistance Centre or on the Soup Van?

Whilst not necessary to display the actual Policy; the *Privacy Statement* should be displayed and copies of the Policy available should anyone wish to request a copy.

8. Can the *Privacy Statement* be provided verbally?

Yes, but it is strongly preferable to give the *Privacy Statement* in writing whenever possible. Call centres will have a pre-recorded message, or the operator can read out the *Privacy Statement*.

9. As a call centre operator, do I need to provide the *Privacy Statement* to individuals that call in seeking assistance?

Yes. If the *Privacy Statement* is not pre-recorded on the call centre number you will need to read it to the individual over the phone. You do not need to do this if it has been provided during a previous request for assistance.

10. Message for Call Centre

Thank you for calling the St Vincent de Paul Society Victoria, before you speak with an operator it is important that we share some key information about privacy and how we respond to you.

We will need to collect some personal information from you in order to make sure we can assist you in the best possible way. We assure you that all information gathered is in line with our Privacy Policy. Full details of that Policy can be found at: <https://vinnies.org.au/vic/policies/privacy>

If you have any concerns or queries about our Privacy Policy or our procedures you can contact our Privacy Officer on [03 9895 5800](tel:0398955800)



11. As a conference member, do I need to provide a *Privacy Statement* to those I am assisting?

If you are the initial point of contact for the person being assisted, and personal information is being collected at that time, you will need to provide a *Privacy Statement* to the person at the time of collecting the information.

You do not need to provide a *Privacy Statement* to people whilst providing assistance if they were referred internally by the Society, for example, via the call centre. The people you are assisting will have already heard the *Privacy Statement* from the Call Centre when they provided their name and address.

12. Do I need to provide a *Privacy Statement* when collecting new personal information?

You do not need to provide a *Privacy Statement* when collecting new personal information from an individual on a recurring basis in relation to the same assistance matter or a series of assistance matters arising from the same or similar circumstances, for example, provision of ongoing emergency relief or financial support to an individual or family that continues to rely on a conference for assistance.

However, where the purpose of the information collection changes, (for example, a NILS loan is sought where not contemplated initially) a new *Privacy Statement* will need to be provided which deals with that disclosure. In some circumstances, the passage of time may cause an individual to cease being aware of collection notification matters which requires a new *Privacy Statement* be provided.

13. Do I need to provide a *Privacy Statement* to individuals donating furniture?

If an individual's sole purpose in providing personal information (for example, name and address) is to donate furniture or other items to the Society, a *Privacy Statement* will generally not be required. However, a *Privacy Statement* must be given if personal information is being retained in print or written form or on a database and is not removed immediately after collection.

14. Is a *Privacy Statement* needed when delivering furniture or items to an individual?

A *Privacy Statement* will not be required, unless the individual's personal information (for example, name and address) will be retained after the delivery has occurred.

15. Can I disclose an individual's personal information to third parties?

No, other than in limited circumstances such as where the Society is compelled by law, and wherever possible with the written consent of the individual. The Society has a legal obligation to ensure that personal information is protected and handled in an appropriate manner.

16. Why would the Society be sharing personal information with third parties based overseas?

The wording of the *Privacy Statement* facilitates the potential for storage of data in the IT "cloud" environment. Organisations are increasingly becoming more reliant on this type of service which may involve data being stored in overseas locations. The provision covers this scenario, should it occur in the future. Any decision of the Society to do so would be made only after a proper risk assessment of the data centre and privacy laws applying to that overseas jurisdiction.



17. Do I need to record giving the *Privacy Statement*?

It is important that the Society can demonstrate that *Privacy Statements* have been provided to people we assist. This information is to be recorded on the individual's record card or Society database, stating the date that the *Privacy Statement* was provided to the individual.

18. What do I do if a person asks for more information regarding the *Privacy Policy*?

It is important to provide this information if requested. Either provide a hardcopy of the Policy to the person, or inform them that the *Privacy Policy* can be accessed at:

<https://vinnies.org.au/vic/policies/privacy>

You may need to go through the *Privacy Policy* with the person requiring assistance if they request it.

19. What do I do if I have further questions?

You should contact the Privacy Officer at Gerald Ward House ([03 9895 5800](tel:0398955800)) or privacyofficer@svdp-vic.org.au if you have any further questions in relation to the *Privacy Policy* or *Privacy Statements* or would like any additional information regarding the changes to the *Privacy Act*.