



Privacy Procedure

Document number: SVdPWA-PP-1035 Version 1.0

Approval

Policy owner	Chief Executive Officer		
Business Unit	Office of the CEO		
Approved by	Chief Executive Officer and State Council		
Date approved	10 February 2022	Review date	10 February 2024

1 Purpose

- 1.1 The purpose of this document is to outline the procedure for responding to requests or complaints made to the Privacy Officer in relation to personal or sensitive information held by the St Vincent de Paul Society (WA) Inc [the Society]

2 Scope

- 2.1 This policy applies to the Privacy Officer and all Privacy Representatives

3 References and related policies and procedures

- 3.1 Related policies and procedures at the time of approval include:
 - Privacy Policy SVDPWA-PP-1026

4 Procedure

- 4.1 The CEO is the nominated Privacy Officer for the Society.
- 4.2 Correspondence to the Privacy Officer is received by the Society via mail or email, privacy@svdpwa.org.au
- 4.3 The privacy@svdpwa.org.au mailbox is monitored on a daily basis by the Executive Assistant to the CEO and State President [the Executive Assistant] on behalf of the CEO.
- 4.4 The Executive Assistant will reply to all mail in a timely manner and advise the correspondent that the request/complaint will be responded to within 28 days.
- 4.5 The Executive Assistant will forward the correspondence to the most appropriate Privacy Representative, and provide a copy to the CEO.
- 4.6 Privacy Representatives are nominated by the CEO as the Executive Managers of each division.
- 4.7 The Privacy Representative will resolve the matter within 28 days, in line with the requirements of the *Privacy Policy*.
- 4.8 A response will be provided by the Privacy Representative to the Privacy Officer that addresses all matters raised by the correspondent and outlines the proposed or actual treatment. The response will be copied to the CEO.
- 4.9 The Privacy Officer will forward the response to the correspondent via the privacy@svdpwa.org.au mail account.

5 Review

- 5.1 This procedure is scheduled for review every two years, or on a needs basis in line with changes to the Privacy Policy, or as required to align with legislative or practice changes.

6 Approval and amendment history

Version	Approval authority	Date	Amendment summary
Version 1.0	CEO and State Council		N/A

7 Definitions

Term	Definition
Chief Executive Officer [CEO]	The person appointed by the State Council who is in charge of all administrative functions, staff and volunteers of SVdPWA, as delegated or directed
Privacy Officer	The person responsible for the Society's privacy program and governance
Privacy Representative	Personnel nominated by the CEO to investigate privacy requests or complaints and to provide timely, satisfactory, fair and transparent solutions, in line with the Society's Privacy Policy
Personal information	Information in electronic or hard copy form that either personally identifies, or can be used to reasonably identify, an individual (including their name, address, telephone number, email address, date of birth, signature, salary and banking details). It includes health and sensitive information.
Sensitive information	A type of personal information and includes information about health, genetics, race, political opinion or membership, religion, philosophical beliefs, union membership, sexual preference and criminal record.