



Privacy Policy

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Document history

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3.0	Irene Wilkins		October 2008		
3.1	Clare Leslie		July 2012		No doc changes – formatted in line with new LLSC Policy Template
3.2	Renee Green		May 2013		Updated Privacy Officer only
4.0	Renee Green Governance, Risk & Admin Mgr	Board	12/09/2016	30/09/2017	Adoption of LLA policy
4.1	Renee Green Governance, Risk & Admin Mgr	Board	25/09/2017	30/09/2018	No changes
5.0	Renee Green Finance & Governance Mgr	Board	26/11/2018	30/11/2020	Significant re-write giving consideration to legislative changes and community expectations

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INTRODUCTION

The Board of Lifeline South Coast is committed to protecting the privacy of personal information which the organisation collects, holds and administers. For the purposes of this policy, we define 'personal information' as information or opinion about an identified individual, or an individual who is reasonably identifiable, and may include information such as name, address, contact details, date of birth.

Lifeline South Coast is not required to comply with Privacy Act 1988, and has chosen not to 'opt in', however we acknowledge community expectations around the management of information and data.

PURPOSE

The purpose of this Privacy Policy is to provide a framework for Lifeline South Coast in dealing with privacy considerations.

POLICY

Lifeline South Coast collects and administers a range of personal information for the purposes of carrying out the objectives of Lifeline South Coast. The objectives of Lifeline South Coast are found in Lifeline South Coast's Constitution.

The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Lifeline South Coast recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other.

Lifeline South Coast has adopted the following principles as minimum standards in relation to handling personal information.

Lifeline South Coast will

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered and how it is protected;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

Type of Information

Lifeline South Coast tries to only collect personal information that is reasonable and necessary for, or directly related to, an activity we are undertaking to carry out our objectives. The kind of personal information we may collect, and its uses are described below.

- **Information collected in provision of a Lifeline crisis support service**

A simple text-based electronic record of the caller's situation as told to the Telephone Crisis Supporter will be created. The record will include the call time and duration; originating region of the call; telephone number (if unblocked). The records may include the name and contact details of the caller if they are provided.

These records are stored in a system managed and maintained by Lifeline Australia.

- **Information collected when you volunteer**

Personal information necessary to enable us to assess your application is collected. Depending on the role, this may include your employment and volunteer history, education, criminal history or a working with children background check. Volunteers for Board member positions may also have to provide information relevant to assessing conflict of interests.

- **Information collected when you seek employment**

We collect personal information necessary to enable us to assess your application for employment, such as

- Resume, statement addressing the criteria and referee reports
- Written tasks undertaken by you during the selection process
- Copies of academic qualifications
- Criminal record checks and Working with children checks

- **Information collected in relation to employment**

- Employment contract
- Information collected in relation to employment
- Health related information supplied by an employee or their medical practitioner
- Taxation details
- Superannuation details
- Information relating to training and development

- **Information collected in relation to CSWT Training**
We collect personal information such as student contact details, enrolment forms and academic records which are required by law to be collected on behalf of Lifeline Australia as a Registered Training Organisation (RTO)

We collect information from trainers and assessors to verify they possess the requisite qualifications to deliver training and education.

- **Information collected in relation to training delivery (other than CSWT)**
We collect personal information such as contact details

Process for collection

Lifeline South Coast will:

- Only collect information that is necessary for the performance and primary function of Lifeline South Coast
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.
- Collect personal information from the person themselves wherever possible.
- If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- Collect Sensitive information only with the person's consent. (Sensitive information includes health information and information about religious beliefs, race, gender and others).
- Determine, where unsolicited information is received, whether the personal information could have collected it in the usual way, and then if it could have, it will be treated normally. (If it could not have been, it must be destroyed, and the person whose personal information has been destroyed will be notified about the receipt and destruction of their personal information).

Use and Disclosure

Lifeline South Coast will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, Lifeline South Coast will obtain consent from the affected person.
- In relation to a secondary purpose, use or disclose the personal information only where:
 - a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes;
 - or

- the person has consented; or
- certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- In relation to personal information which has been collected from a person, use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and Lifeline South Coast has provided an opt out and the opt out has not been taken up.
- In relation to personal information which has been collected other than from the person themselves, only use the personal information for direct marketing if the person whose personal information has been collected has consented (and they have not taken up the opt-out).
- Provide all individuals access to personal information except where it is a threat to life or health or it is authorized by law to refuse and, if a person is able to establish that the personal information is not accurate, then Lifeline South Coast will take steps to correct it.
- Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
- Make no charge for making a request for personal information, correcting the information or associating a statement regarding accuracy with the personal information.

Lifeline South Coast does not disclose personal information to another person or agency unless one of the following applies:

- The individual has consented to the disclosure of their personal information
- The individual would reasonably expect, or has been told, that information of that kind is usually passed on to those individuals, bodies or agencies
- The disclosure is required by law
- We reasonably believe that the disclosure will prevent or lessen a serious or imminent threat to a person's life, health or safety or serious threat to public health, property or public safety
- The individual has made threats to harm third parties or Lifeline workers

Storage

Lifeline South Coast takes steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse. The steps include

- Only allowing personnel with a 'need to know' access our IT systems and records
- Password protection for accessing our electronic IT systems
- Securing paper files in locked cabinets and physical access restrictions

Destruction and de-identification

Lifeline South Coast will:

- Destroy personal information once is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.
- Change information to a pseudonym or treat it anonymously if required by the person whose information it holds and will not use any government related identifiers unless they are reasonably necessary for its functions.

Data Quality

Lifeline South coast will:

- Take reasonable steps to ensure the information it collects is accurate, complete, up to date, and relevant to the functions we perform.

Data Security and Retention

Lifeline South Coast will:

- Only destroy records in accordance with its Records Management Policy.

Access and Correction

Lifeline South Coast will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

Breaches and complaints

Privacy concerns can be lodged as a written request or complaint with Lifeline South Coast's Privacy Officer at either:

Postal PO Box 404, Wollongong, NSW 2500

Email admin@llsc.org.au