


Document ID	Corp-QM-POL-002	Program	[Program]	Last Review Date	21/06/2022	Version	2	
Approver	Executives	Author	Manager Quality & Risk	Next Review Date	21/06/2025			
Privacy Policy								

INTENT & PURPOSE

The Privacy Act and the Australian Privacy Principles sets the minimum standards for the collection, use, retention, security and disclosure of personal information by organisations, including Anglicare WA. They also give you the right to know what information an organisation holds about you and the right to correct any wrong information.

SCOPE

This policy applies to all Anglicare WA workers; including employees, volunteers, students and contractors as well as our donors, service users and business partners.

This policy does not apply to Acts and practices of Anglicare WA which relate directly to the employee records of Anglicare WA's current and former employees, nor does this policy address specific requirements associated with contracted funding obligations or State Legislation.

POLICY STATEMENT

Anglicare WA recognises and respects your rights to privacy, dignity and confidentiality. Anglicare WA is committed to safeguarding the personal and sensitive information that is collected, used and stored by us.

Anglicare WA takes all reasonable steps to ensure that all personal and sensitive information is protected in accordance with the Australian Privacy Principles as contained in the *Privacy Act 1988 (as amended)*.

Our obligations under the Privacy Act

Anglicare WA must comply with Australian Privacy Law including the Privacy Act which sets out 13 Australian Privacy Principles (**APPs**) which regulate how we collect, hold, use and disclose your personal information, and how you may access and correct personal information held about you.

Collection of your personal & sensitive information

Anglicare WA collects personal and sensitive information only if this is necessary for Anglicare WA to provide services, fundraise or conduct its business lawfully and ethically.

Anglicare WA sometimes conducts research which may include the collection of personal information. Anglicare WA ensures that research outcomes and reports do not identify any individual, unless the person gives their prior consent.

The nature and extent of personal and sensitive information collected by Anglicare WA varies depending on your interaction with Anglicare WA. Anglicare WA collects personal

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and sensitive information from our workers, volunteers, service users, donors and business partners.

How we use information we collect

We use the information we collect to provide, maintain, protect and improve our services. We will ask for consent before using information for a different purpose other than originally intended.

Information security

We work hard to protect Anglicare WA and our service users from unauthorised access to, or unauthorised alteration, disclosure or destruction of information we hold.

We restrict access to personal information to Anglicare WA workers and agents who need to know that information and who are subject to strict contractual confidentiality obligations.

Information we share

We do not share personal information with companies, organisations and individuals outside of Anglicare WA unless:

- We have your consent to do so
- For external processing by trusted businesses or persons to process, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures
- For legal reasons to meet any applicable law, regulation, legal process or enforceable governmental request

Accessing and correcting your personal information

You may request access the personal information that we hold about you. Access may be refused if valid reasons exist under the Freedom of Information Act and will be made in writing.

If you know that the personal information Anglicare WA holds about you is not accurate, complete or up to date, Anglicare WA will take reasonable steps to correct it.

How to make a request or complaint

All complaints or requests arising under the Privacy Act must be directed to the General Manager, Practice Excellence for investigation and response within 5 business days.

Telephone on 1300 11 44 46

Email
complaints@anglicarewa.org.au

Or by letter to:

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General Manager – Practice Excellence
 Anglicare WA
 GPO Box C138
 Perth WA 6839

REFERENCES & RELATED DOCUMENTS

Documents	
1.	<p>Anglicare WA</p> <p>Privacy Procedure</p> <p>Privacy Breach Procedure</p> <p>Services Informal and Formal Complaints Policy</p> <p>Services Informal and Formal Complaints Procedure</p>
2.	<p>Legislation</p> <p>Privacy Act 1988</p> <p>Australian Privacy Principles</p> <p>Freedom of Information Act 1982</p> <p>State Records Act 2000</p>
3.	<p>Other References</p> <p>https://www.oaic.gov.au/privacy/</p>