

# Privacy Policy

## Introduction

This Policy sets out how Community Information & Support Victoria (**CISVic**) manages your personal information and protects your privacy. Personal information (including sensitive information) is information that can be used (or is reasonably likely) to identify an individual.

## Statement

CISVic is committed to upholding the principles contained within the Commonwealth and Victorian privacy legislation. We are committed to maintaining your privacy and we will only use your personal information for the purpose for which we have collected the information.

## The information we collect and hold

1. CISVic is the **peak body** for approximately 60 member agencies that provide advice, information and support to clients across Victoria. We collect and hold information from our members that is necessary for us to carry out our peak body functions.
2. **People who access CISVic member services:** Our peak body status means that any information we receive, relating to service recipients and clients of our members, will be in a de-identified format and used for research, reporting, evaluation and statistical matters. In the event that we do receive your personal information (including sensitive information) from our members, it will not be retained or disclosed. Any breach will be investigated and addressed. We do not have direct access to your personal information.
3. **CISVic Training:** CISVic collects and holds personal information (such as name, contact details, gender and date of birth) from persons who register for training provided by CISVic and/or its external training providers.
4. **Supporters/Donors/Individual Members:** CISVic collects and holds personal information (such as name, contact details and payment details) from its supporters, donors and individual members.

5. **CISVic Staff, Interns, Contractors and Volunteers:** CISVic collects and hold your personal and sensitive information (such as name, contact details, date of birth, banking details, police check report and employment history) as part of your employment or contract with us.
6. **CISVic website:** We collect information about your website browser activities.

Our website contains links to our members as well as other sites. CISVic is not responsible for the content and the privacy practices of these websites and we encourage you to examine each site's privacy policy and make your own decisions regarding the accuracy and reliability of the information found on these sites.

## How your information is collected and stored

How we collect and store your personal and sensitive information varies depending on the purpose for which it is collected, but most information will be collected in connection with your dealings with us.

However, we are also likely to receive your personal information from sources such as public records, mailing lists, contractors, staff, recruitment agencies and our members. In particular, we may collect your information as follows:

1. **Our members:** we may indirectly receive your personal information as a result of our members' use of our systems and services, especially where you access services provided by our members.
2. **Registrations/Memberships:** when you submit your details to register for our training sessions or become a member.
3. **Donations:** when you contact or donate to us.
4. **Human resources:** when you apply or we are looking to fill a position at CISVic.
5. **Internet:** when you access us through the internet, we may collect information using cookies or analytical services such as Google Analytics. You may be able to adjust your browser's setting to accept or reject such cookies.

Google Analytics is a web analysis service provided by Google. Google utilises the data collected to track and examine the use of our website to prepare reports on our website's activities. For more information on how Google uses your information when you access our website, go to <https://www.google.com/policies/privacy/partners/>

6. **Contact:** When you contact us in any way including a request for assistance or to lodge a complaint about us, or one of our members.

There are many circumstances in which we may collect your information both electronically and physically. We will endeavour to ensure that you are always aware of when your personal information is being collected.

## How your information is kept safe

We may store your personal information in physical or electronic form, as is necessary to carry out our functions. All personal information is securely stored by us or by our authorised external providers. Only authorised persons will have access to this information.

We will take all reasonable steps to protect all collected personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

If we no longer require the personal information for any specified purpose and we are not required by Australian law or courts to retain the information, we will take reasonable steps to destroy or de-identify the information.

## Why we collect and hold personal information

We may collect, hold, use and disclose personal information for purposes necessary to carry out our functions and provide our services and programs. Generally, these purposes include:

1. to provide you with any services, information or advice that you have requested from us;
2. to comply with necessary business/accounting standards, and reporting obligations to the Australian Taxation Office and other government agencies; or
3. to manage your training/internship/employment records or volunteer arrangement with us.

## How we share your information

We will only share your personal information:

1. in accordance with your express consent;

Community Information & Support Victoria

Suite 907, Level 9 343 Little Collins St Melbourne VIC 3000

2. as provided through the exclusions set out in the Commonwealth and Victorian privacy legislation (including the Australian Privacy Principles);
3. as required or permitted by any law; or
4. in accordance with the Privacy Notice provided to you at or near the time of collection of your personal information.

We do not disclose or sell your personal information to unrelated third parties under any circumstances.

We will not disclose your personal information to any entity outside of Australia that is in a jurisdiction that does not have a similar regime to the Australian Privacy Principles or an enforceable privacy policy similar to this Privacy Policy.

## How you can access and correct your personal information

You have the right to access your personal information, subject to some exceptions allowed by law. If you would like to access or correct your personal information, please contact the CISVic Executive Officer at the contact details listed below.

For security reasons you will be asked to put your request in writing. To enable us to verify your request, please include the following in your request to us:

1. Your full name
2. Address
3. Contact phone number
4. The training session or service that your request relates to (if applicable).

There is no fee for making a request to access your personal information.

## How you can complain about a breach of the Australian Privacy Principles

We are committed to protecting your privacy and upholding the Australian Privacy Principles. If you believe we have breached the Australian Privacy Principles, please contact the CISVic Executive Officer with your concerns at the contact details listed below.

We take all complaints seriously and we will endeavour to respond to your concerns as soon as reasonably practicable.

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## Changes to this privacy policy

Changes may be made to this policy from time to time. We will give notice about these changes on our website.

## Related Documents:

1. [Australian Privacy Principles](#)
2. [Privacy Act 1988 \(Cth\)](#), and the [Privacy & Data Protection Act 2014 \(Vic\)](#)

## Contact:

**Address:** Suite 907, Level 9, 343 Little Collins Street, Melbourne, Vic 3000.

**Email:** [admin@cisvic.org.au](mailto:admin@cisvic.org.au)

**Phone:** (03) 9672 2000

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