



Bangalow Koalas Inc. Privacy Policy 2021



Policy

Bangalow Koalas Inc. is committed to protecting the privacy of personal information which it collects, holds and administers by preventing wrongful access, collection, disclosure or release of personal information by verbal, written or electronic means.

All staff, members, volunteers and committee of Bangalow Koalas Inc. shall be aware and observant of the ten National Privacy Principles, outlined in the *Privacy Act 1988*.

Purpose

The policy is designed to ensure that Bangalow Koalas Inc. staff, committee members, members and volunteers comply with and observe the statutory requirements of the *Privacy Act 1988*.

Procedures

- 1. Collection:** personal information must be collected in a way that is lawful, fair and transparent; it must be necessary for the Bangalow Koalas Inc's functions and activities.
- 2. Use and disclosure:** information is collected and used for the primary purpose of collection unless specific circumstances apply.
- 3. Data quality:** data quality must be maintained, ensuring that the personal information collected or used is accurate, complete and current.
- 4. Data security:** data and information must be maintained in a secure environment that prevents unauthorised access, misuse or loss.
- 5. Openness:** there should be a document that clearly expresses policies on the management of personal information and the document should be available to anyone who requests it.
- 6. Access and correction:** where information is held about an individual, that individual will be provided with access to such information on request.
- 7. Identifiers:** Bangalow Koalas Inc. will not adopt as its own identifier the identifier of other agencies or service providers, eg Centrelink identification number.
- 8. Anonymity:** where it is lawful and practicable, individuals must have the option of not identifying themselves when entering transactions with Bangalow Koalas Inc.
- 9. Trans-border data flows:** personal information about an individual or organisation may only be transferred to someone (other than to the organisation or individual) who is in a foreign country under explicit provisions of the Act.
- 10. Sensitive information:** must not be collected under any circumstances except for those specified within the Act, eg. collection is required by law.

Procedures/Collection

Bangalow Koalas Inc. will:

- Only collect information that is necessary for the performance and primary function of Bangalow Koalas Inc. Where practicable, collection of personal information will only occur from interaction with that individual.
- Notify stakeholders about why we collect information and how it is administered.
- Notify stakeholders that this information is accessible to them.

Use and disclosure

Bangalow Koalas Inc. will:

- a) Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- b) For other uses, we will obtain consent from the affected party.

Data Quality

Bangalow Koalas Inc. will take reasonable steps to ensure the information we collect is accurate, complete, up-to-date and relevant to the functions we perform.

Data Security

Bangalow Koalas Inc. will safeguard the information we collect against misuse, loss, unauthorised access and modification.

Reasonable steps will be taken to destroy or permanently de-identify personal information no longer needed.

Openness

Bangalow Koalas Inc. will ensure stakeholders are aware of this policy and make this information freely available.

Access and Correction

Bangalow Koalas Inc. will ensure individuals have a right to seek access to information about them and to correct it, if it is inaccurate, incomplete or misleading or not up-to-date.

Anonymity

Bangalow Koalas Inc. will give stakeholders the option of not identifying themselves when completing evaluation forms and surveys.

Making information available to third parties

- a) Can only release personal information about a person with that person's expressed permission. For personal information to be released, the person concerned must sign a release form.
- b) Can only release information to a third person where it is requested by the person concerned.

If the information is required in order to inform members of opportunities or events that are in line with our organisation's mission or vision, we may provide a third party with name and address labels only. We are never to provide the information in electronic format.

Complaints

All complaints against Bangalow Koalas Inc. staff, contractors, committee or volunteers in respect of privacy must be reviewed and investigated within 10 working days of the complaint being received.

All responses to privacy requests and complaints shall be reviewed by the Complaints Resolution Officer and/or Committee.

Responsibilities

It shall be the responsibility of the Committee to ensure that all requirements of this policy are complied with.

Bangalow Koala Inc.'s Committee, staff and volunteers are responsible for the implementation of this policy.

These policy and procedures shall be reviewed every year by the Committee.

Authorisation

This version was approved on: 27th January 2021

This version takes effect on: 4th February 2021

Authorised by: Linda Sparrow

President: Linda Sparrow

President or responsible person signature:

A handwritten signature in black ink, appearing to read "Linda Sparrow", is written over a horizontal line.