

PRIVACY POLICY

How we obtain information from you and what we do with it

Policy code	PR 1.0	Version	0.0.1
Status	Issued	Issue date	July 2023
Authorised by	Board	Authorised on	July 2023

POLICY STATEMENT

What is this policy about?

VicSRC collects personal information of its employees, volunteers, and program participants where reasonably necessary to conduct one or more of our activities or services. We will explain the purpose at the time we collect the information or as soon as practicable afterwards. Reasons for information collection include to:

- Verify a person's identity
- Process VicSRC membership or partnership application
- Register attendance at an event/workshop or for reimbursement of expenditure. This could include contact details and financial information such as credit card or bank account details.
- Send information regarding VicSRC advocacy and related activities. We may also send information regarding upcoming events, forums or training activities.
- Perform assessment against eligibility criteria for scholarship applications.
- Improve our services, for instance via the collection of information about how members respond to emails and how many take action through our website.

Personal information will not be used for any other purpose without express consent, unless VicSRC is required by law to disclose that information.

Who needs to read it?

Employees	Volunteers	Trustees	Student Executive Advisory Committee members	Contractors (including employees of contractors)	Suppliers	Consultants
✓	✓	✓	✓	✓		✓

What are the important bits?

VicSRC complies with all relevant privacy legislation. Only authorised VicSRC personnel are provided with the access to personal information.

VicSRC will take all reasonable steps to protect against the loss, misuse and/or alteration of the information under its control including through appropriate physical and electronic security strategies.

Rationale

Why does VicSRC need this policy?

A privacy policy helps an organisation clearly explain how it collects, uses, stores, and protects personal information. It builds trust by showing people their data is handled responsibly and transparently.

It also ensures the organisation meets legal and regulatory requirements, reduces risk, and supports safe, consistent practices across staff and systems.

In short, a privacy policy is essential for protecting individuals' rights and strengthening the organisation's credibility and compliance.

Scope

What this policy does or does not apply to, and who must follow this policy:

This policy applies to all individuals who interact with VicSRC, including employees, volunteers and program participants.

Employees	Volunteers	Trustees	Student Executive Advisory Committee members	Contractors (including employees of contractors)	Suppliers	Consultants
✓	✓	✓	✓	✓	✓	✓

Responsibility

Who is responsible for making sure this policy is implemented and followed?

VicSRC CEO

Definitions

What do we mean when we use these words?

Policy	refers to a brief statement that explains the organisation's position on a subject, explains why there is a rule about it and how the organisation plans to operate.
Procedure	refers to detailed instructions that describe how the policy is carried out.

POLICY

What are the rules and overall guiding principles or standards the Board has set?

This privacy policy outlines how we obtain information from employees, volunteers, and program participants, and what we do with it.

In order to keep up with changing legislation and best practice, we may revise this privacy policy any time without notice. We will post any changes to this Privacy Policy on our website, and share updates with all employees and volunteers.

Information we Collect

We may collect personal and/or sensitive information in the course of our activities and functions in managing and operating VicSRC. We collect personal information directly from individuals unless impracticable or unreasonable to do so. Information we collect includes:

- Name
- Email address
- Postcode
- Date of Birth
- School name of student volunteers and/or participants
- School year level of student volunteers and/or participants
- Demographic information
- Lived experience
- Any other information voluntarily submitted.

Passive information Collection

Passive information we collect includes:

- IP address of anyone accessing the VicSRC website. This may be identified and logged automatically in our server log files whenever the site is used, along with the time of visit and specific pages that were visited.
- Name of browser used to access vicsrc.org.au. This information is collected automatically and includes computer type, operating system and internet browser type and version.
- Navigational data of the VicSRC website. This includes pages visited and pathways.
- Information collected through Cookies. The VicSRC website makes use of Cookies for the following purposes:
 - Site administration
 - Completing the user's current activity

Sensitive Information

We collect sensitive information from employees, volunteers and program participants when:

- The individual chooses to provide information regarding their demographics when they initially engage with VicSRC.
- The individual voluntarily submits sensitive information through engagement in a survey, poll or questionnaire.
- The individual chooses to provide sensitive information in the course of interacting with VicSRC.

- VicSRC will only collect sensitive information about individuals with their consent. All sensitive information is collected directly from the individual.

Where applicable, VicSRC will request consent to collect this information when individuals initially engage with the organisation.

Children

Personal information will not be collected by any person who is known by us to be under the age of eighteen (18) years old without guardian consent. Persons under eighteen (18) will require guardian consent before engaging with VicSRC.

How we use Information

The purposes for which we collect, hold, use and disclose personal information are outlined below.

Purpose: *VicSRC is a child safe organisation. We use information provided to us to keep children and individuals safe.*

Example: *For fraud and security monitoring purposes, for example, to detect and prevent cyber-attacks or attempts to commit identity theft.*

Purpose: *For business purposes.*

Example: *For data analysis to improve the efficiency of our services. For audits to verify that our internal processes are functioning as intended and compliant with legal, regulatory or contractual requirements. For developing new features and services.*

Purpose: *To communicate with individuals via emails, notifications or other messages, consistent with any permissions that have been communicated to us.*

Example: *To send individuals updates or changes to our privacy policy and terms of use. To send individuals information about the VicSRC activities.*

Purpose: *To share communications from external organisations we believe may be of interest to individuals.*

Example: *To send information from our partner organisations or other organisations that share our purpose and values.*

Ability of Others to View Information

Legal Requirements

We may share personal information with third parties, including law enforcement, public or government agencies or private litigants, if we determine that such disclosure is reasonably necessary to comply with the law.

We may also retain, preserve or disclose information if we determine that disclosure is reasonably necessary or appropriate to prevent any person from harm, to address issues of national security or other issues of public importance, to prevent or detect violations of our Terms of Service or fraud or abuse of staff that operate and manage VicSRC or members of VicSRC.

Storage and Security of Personal Information

We will endeavour to take all reasonable steps to keep secure any personal information recorded, and to keep this information accurate, up to date, complete and relevant. We implement appropriate technical and organisational measures to help protect the security of personal data.

Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure or you feel that the security of any account you have with us may be compromised, please immediately notify us using the contact details listed at the end of this Privacy Policy.

If we become aware that there has been unauthorised access to, or unauthorised disclosure of personal information, or loss of personal information, that is likely to result in serious harm to any of the individuals whose information is involved, and we are unable to take any remedial action that would make serious harm no longer likely, we will take steps to notify any relevant regulator and affected individuals to the extent that we are required to do so under applicable laws.

Third Party Disclosure

We use third party storage and/or hosting providers to assist us in our business functions and activities in operating and managing VicSRC activities. We may use these third parties to:

- Store personal and/or sensitive information that we receive from individuals when they use the VicSRC website or register for membership.
- Store personal and/or sensitive information that we receive from individuals when they complete online surveys or polls.
- We may disclose personal information to overseas recipients or third parties where we rely on those recipients to store or host personal information.

Information provided to us or which is collected by us is stored by and disclosed to third party data storage providers electronically and may be combined or linked to other information we or they hold about individuals.

Individuals' personal information is not made available to external parties without express consent, save where set out above on the basis that its use or disclosure in those circumstances is directly related to the primary purpose for which we collect it.

Data Retention and Deletion

We will retain person and/or sensitive information for as long as needed or permitted in light of the purposes for which it was obtained.

Personal and/or sensitive information is deleted when an account is deleted.

Accessing Personal Information

All individuals have the right to access, review and correct their own personal information that may be recorded by VicSRC. Information may be reviewed by contacting relevant VicSRC employees.

There may be instances where we are not required to provide individuals with access to their own personal information. For example, if it interferes with the privacy of others, if the information relates to existing or anticipated legal proceedings, if the request is vexatious, if the information is subject to confidentiality, or another permissible exception applies.

If we refuse a request for correction of or access to personal information, the individual will be advised in writing of the grounds for refusal, and notified of available complaint mechanisms.

Complaints Resolution

We are committed to providing a fair and responsive system for handling and resolving complaints. All individuals have the right to complain, and to have their complaint handled efficiently. We will attempt to respond to, and/or action, all complaints within 30 days of lodgement.

In order to process any request for access or correction of personal information, we may need to obtain a minimum level of information from an individual including full name, date of birth and details of the request evidencing the individual's right to access the data.

If an individual is seeking access to or correction of information on another person's behalf, we will also require written authorisation from that individual. We reserve the right to refuse access to personal information under the grounds permitted by the Privacy Act.

If at any time an individual wishes to lodge a privacy complaint in respect of the handling, use or disclosure of their personal information by us, or make a request for access to or correction of their personal information, they can do so by submitting their complaint in writing, endorsed "Privacy", and addressing it to the contact details listed below.

If we receive a complaint about how we have handled personal information, we will determine what (if any) action we should take to resolve the complaint. We will respond to all complaints within 30 days.

Policy Updates and Contacting us

We may occasionally make changes to this policy.

When we make material changes to this policy, we will provide all employees, volunteers and program participants with notice either via email or displaying a prominent notice on the VicSRC website.

Questions regarding this policy can be directed to the VicSRC CEO Julia Baron at ceo@vicsrc.org.au.