

PRIVACY POLICY

1 Purpose

- 1.1 Lifeline South East SA Inc. (LLSE) and parties who deal with LLSE will be informed of the commitment of LLSE to maintaining confidentiality, and the protection of Stakeholders privacy in relation to Personal and/or Sensitive Information collected, stored and administered according to the Privacy Policy (the Policy).
- 1.2 The Policy outlines LLSE practices relating to the collection and management of Personal and/or Sensitive Information, and Credit Information in order to ensure compliance with the *Privacy Act 1988 (Cth)*, (the Privacy Act).

2 Scope

- 2.1 This Policy applies to all Stakeholders associated with LLSE. Failure to comply with the Policy will result in disciplinary action which may include termination of employment, immediate standing down of volunteers and termination of contracts.

3 References

3.1 Legislation

- 3.1.1 *Privacy Act 1988 (Cth)*

3.2 Lifeline South East (SA) Inc. Documents

- 3.2.1 Privacy Procedure
- 3.2.2 Information Sharing Procedure

3.3 Resources

- 3.3.1 Information Privacy Principles Instructions 2017 (South Australia)
- 3.3.2 Privacy Law for Community Organisations 2018 (Justice Connect - Victoria)
- 3.3.3 National Volunteer Guide 2018 (Justice Connect- Victoria)

4 Definitions

Personal Information	Information or an opinion (whether true or not) about an individual who is consequently identifiable or could reasonably be identified. This includes but is not limited to an individual's name, age, date of birth, phone number, email address, photograph, credit card details and for the purposes of the Procedure, salary and Credit Information and information collected from client surveys.
Sensitive Information	Information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record, health status, genetic or biometric templates, and may include Personal Information.
Stakeholders	An individual or a party that has an interest in LLSE as an organisation and can either affect or be affected by the organisation, including but not limited to investors, employees, volunteers, clients, suppliers and contractors.

5 Policy Principles

- 5.1 LLSE may require Personal and/or Sensitive Information from Stakeholders in order to understand and address their needs, to conduct the activities of LLSE and to meet legal obligations.
- 5.2 In addition to the provisions of 5.1 Personal and/or Sensitive Information obtained from Stakeholders is for purpose of:
 - Delivering administrative services associated with meeting government funding, monitoring or evaluating services provided;
 - Producing annual reports or for undertaking research activities; and/or
 - Administering employment conditions (refer to the LLSE Privacy Procedure).
- 5.3 Personal and/or Sensitive Information obtained will be used **only** for the purpose for which it was given, or for purposes relating to the services of LLSE and will only be disclosed to third parties with written consent of the Stakeholder (unless required or authorised to do so by law, or in accordance with the permitted general and health exceptions).
- 5.4 LLSE will undertake to ensure that safeguards are implemented to protect any Personal and/or Sensitive Information it collects, stores, and manages, against loss, interference, unauthorised access, inappropriate disclosure, modification or other such misuse.
- 5.5 Personal and or Sensitive Information collected by LLSE will not be sold or licenced onto third parties, or overseas recipients. Stakeholders who believe their Personal and/or Sensitive Information has been released by LLSE without their written consent, may submit a complaint to the CEO of LLSE or in confidence to an independent third party.

LLSE CEO _____

