



Information Security Statement for Community Driven

Romsey and Lancefield Neighbourhood Houses (RLNH) recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information.

RLNH recognise your rights under the Privacy Act 1988(Commonwealth) and Information Privacy Act 2000 (Victoria) and will protect your personal information in accordance with the Australian Privacy Principles (Commonwealth) (APPs) and Information Privacy Principles (Victoria) (IPPs). These principles govern how we can collect, use, hold and disclose your personal information, and ensure the quality and security of your personal information.

What is your personal information?

When used in this privacy policy, the term “personal information” has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to personally identify you. This includes your name, address, telephone number, email address, date of birth and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

The personal information we collect about you will depend on whether you have consented to have RLNH conduct a Nationally Coordinated Police History Check ('police check') on yourself. The personal information may include sensitive information, such as criminal records.

What personal information do we collect and hold?

When you request us – directly or through an organisation – to conduct a police check on you, we will ask for identification information. This will include your:

- name, including aliases;
- mailing or street address;
- contact details, including email address, telephone and facsimile numbers;
- age or date of birth and

- details that you provide to verify your identity (such as details of your driver's licence, passport and other documents required).

The personal information collected by us will also include your consent to undertake a police check and the police check results.

We may also collect personal information from third parties including from law enforcement agencies and other government entities. The results of your police check are provided to us by the Australian Criminal Intelligence Commission (ACIC), the Australian Government agency that provides the National Police Checking Service

Storing personal information

Storing and dissemination of your personal information is guided by the above legislations and the Romsey and Lancefield Neighbourhood Houses policies

The personal information we hold about you will be stored securely either electronically or in paper files. All applications, both paper and electronic, handled by our staff will be retained in a locked cabinet or with password protected files.

We may disclose your personal information to:

- our employees and related bodies for the purposes of conducting a police check and carrying on our business;
- the organisation which you have authorised to conduct a police check on your behalf;
- where we are required by law to do so; and
- other organisations for any authorised purpose with your express consent.

Your rights to resolving your privacy concerns and complaints

Under the APPs and/or the IPPs, you have certain rights to resolving privacy concerns and complaints. As a first step, please contact us in writing so that we can investigate and we will respond within 14 working days.

If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner or seek advice from the Office of the Victorian Privacy Commissioner.

The Office of the Australian Information Commissioner can be contacted at:

GPO Box 2999

Canberra ACT 2601

Australia

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

The Office of the Victorian Privacy Commissioner can be contacted at:

GPO Box 5057
Melbourne Victoria 3001
Australia
DX 210643
Telephone: 1300 666 444
Email: enquiries@privacy.vic.gov.au

Notifiable Data Breaches

When RLNH becomes aware of any potential data breach it will contain and assess the data breach to prevent any further compromise of personal information and take appropriate corrective action.

The current version of the Privacy Policy is accessible at both Neighbourhood Houses located in the House Manual

This privacy policy was last updated on 7th February 2019