

Connect Northern Rivers

Privacy Statement for Participants and Stakeholders

Your privacy is important

This statement outlines **Connect Northern Rivers' (CNR)** policy on how we use and manage personal information provided to or collected by us.

CNR is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

CNR may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to **CNR's** operations and practices and to make sure it remains appropriate to the changing legal environment.

This privacy policy assumes that you are resident in Australia. If you are resident in the UK or Europe, please contact us for more information regarding how we treat your personal information.

What kind of personal information does CNR collect and how does CNR collect it?

The type of information **CNR** collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Program participants, as it pertains to program eligibility or supports our ability to provide relevant and appropriate activities;
- Participants' family members, as it pertains to permissions and participation in program activities;
- Other stakeholder contact information, to the extent it is necessary for engaging with program activities;
- Donor information, to the extent it is necessary for communication.

Personal Information you provide:

CNR will generally collect personal information held about an individual by way of referral, registration or participant permission forms; in-person conversations with prospective participants and their families (if under 18 years); and online contact information requests initiated by participants, families, or stakeholders. You do have the right to seek to deal with us anonymously or using a pseudonym, but in most circumstances it will not be practicable for us to provide services to you except for the most general responses to general enquiries, unless you identify yourself.

Personal Information provided by other people:

In some circumstances, **CNR** may be provided with personal information about an individual from a third party, for example if a school makes a referral for a young person. Generally, the third party should get the participant's permission prior to making a referral.

How will CNR use the personal information you provide?

CNR will use personal information we collect from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, **CNR** will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

Volunteers:

CNR also obtains personal information about volunteers who assist **CNR** in its functions or conduct associated activities, such as to enable **CNR** and the volunteers to work together and to ensure compliance with Child Protection.

Who might the CNR disclose personal information to?

CNR may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to **CNR**;
- participants' prospective employers or training providers; and
- anyone you authorise **CNR** to disclose information to.

Sending information overseas:

CNR will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

CNR does not use overseas providers of IT services including servers and cloud services.

How does CNR treat sensitive information?

In referring to sensitive information, CNR means:

information relating to a person's racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual orientation or criminal record, that is also personal information; and health information about an individual .

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

CNR's staff are required to respect the confidentiality of personal information and the privacy of individuals.

CNR has in place steps to protect the personal information we hold from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

We have a data breach response plan, which we would follow in the unlikely event of a privacy or data breach.

Updating personal information

CNR endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by CNR by contacting the Privacy Officer at any time.

The Australian Privacy Principles and the Health Privacy Principles require CNR not to store personal information longer than necessary.

You have the right to check what personal information we hold about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which **CNR** holds about them and to advise **CNR** of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information **CNR** holds about you, please contact the Privacy Officer in writing at info@connectnr.com using the subject line: Attn: Privacy Officer.

CNR may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, we may charge a fee to retrieve and copy any material. If the information sought is extensive, we will advise the likely cost in advance.

How long will CNR keep my information?

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

Enquiries and privacy complaints

If you would like further information about the way **CNR** manages the personal information it holds, please contact the Privacy Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Privacy Officer who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: enquiries@oaic.gov.au
- tel: 1300 363 992
- fax: +61 2 9284 9666