

## Policy Statement

Anglicare NT collects, holds, uses and discloses personal information from a range of individuals through services and organisational activities. This Policy outlines Anglicare NT's commitment to your privacy when managing your personal information.

As required by the *Privacy Act 1988* (Cth), Anglicare NT manages your personal information in accordance with the 13 Australian Privacy Principles which govern standards, rights and obligations around:

- The collection, use and disclosure of personal information
- An organisation or agency's governance and accountability
- Integrity and correction of personal information
- The rights of individuals to access their personal information.

## Scope

This policy covers:

- The people we work with, supporters and donors
- Anglicare NT Board of Directors and Sub-Committee, employees and volunteers
- All contractors, consultants, representatives and agents engaged by Anglicare NT
- Any students on fieldwork placements or people undertaking work placements at Anglicare NT.

## Definitions

**Personal Information** Includes a broad range of information, or an opinion that could identify an individual. What is personal information will vary, depending on whether a person can be identified or is reasonably identifiable in the circumstances.

**Sensitive Information** Refers to personal information that is about a person's racial or ethnic origins, 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 orientations or practices, criminal record, health, genetics or biometric information or templates.

## Principles

### Why We Collect and Use Your Personal and Sensitive Information

Anglicare NT collects and uses personal information when it is necessary for service delivery and organisational activities, or otherwise required by law. The personal information provided by you is our primary source data collection.

### Information for the People We Work with and Donors

Anglicare NT collects and uses certain kinds of personal information on the people we work with and donors for a range of reasons. This can include sensitive information on your race, ethnic origins or health. Examples of personal information Anglicare NT may require from you include:

- Your name, age, gender and contact information so that responses to inquiries and referrals to services can be provided.
- Details on your engagement or disengagement with a service to analyse the effectiveness of a service
- Your bank or card details so that donations can be processed
- Whether you are Indigenous or of ethnic origin so you can be referred to appropriate services.

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- Whether you suffer from any mental or physical disabilities or have any health conditions or limitations in order to refer you to appropriate services. '

### **Information for Staff, Volunteers or Other People Performing Work or Services for Anglicare NT**

If you are performing or applying for work with Anglicare NT, we will collect and use your personal information for a broad range of recruitment, human resource, service delivery and other purposes. This includes sensitive information on your criminal history.

### **How We Collect and Hold Your Personal Information**

Anglicare NT will generally collect and use your personal information by consent. You may be asked for your consent directly or it may be implied from the situation. Anglicare NT will take particular care to obtain your consent when the personal information we are collecting or using is of a sensitive nature.

There are some situations where Anglicare NT may need to collect or use your personal information without consent. This may be because it is impracticable to obtain your consent, we need to use your personal information to protect you or others' safety or we are required to collect or use the information to comply with a law or court/tribunal order.

### **Information that You Give to Anglicare NT**

If you provide personal information in person, over the phone, by fax, email, in writing or another form then that information may be held and used by Anglicare NT.

### **Information Collected Through our Website**

Anglicare NT does not collect personal information about you when you visit Anglicare NT websites, unless you choose to provide such information.

Using 'cookies' we anonymously track visits to compile statistical information about the use of our website. If you would prefer not to allow the use of 'cookies', you can adjust the settings of your chosen browser to turn them off or notify you when 'cookies' are being used. In addition, Anglicare NT may use 'Google Analytics' from time to time. For more about how Google collects and processes data, see Google's privacy policy at [www.google.com/policies/privacy/](http://www.google.com/policies/privacy/)

The Anglicare NT website may from time to time contain links to other sites. Anglicare NT is not responsible for the content and the privacy practices of other organisations and other websites and we encourage you to examine each sites privacy policy and make your own decisions regarding the accuracy, reliability and correctness of material and information found.

### **Information Collected Through Social Networking Services**

Anglicare NT uses social networking services such as LinkedIn, Twitter, YouTube, Instagram and Facebook to communicate to the public about our work. When you communicate with us using these services, we may collect your personal information, but we only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These services have their own privacy policies, you can access their privacy policies on their websites.

### **Information Collected from Other Parties**

Sometimes Anglicare NT receives your personal information from a third party. Anglicare NT may accept this personal information when it is unreasonable or impracticable for us to collect it directly from you. Examples of this type of personal information could include a report from a medical practitioner or from a government agency.

### **Holding Your Information**

Anglicare NT takes care to store your personal information in safe and secure locations. Only people with a requirement to access information can access your personal information. Information may be held in a physical file in an Anglicare NT office or secure storage facility or in a digital format in a database or on a server held in secure locations.

Anglicare NT has put in place a range of security mechanisms including (but not limited to) user authentication, access controls, firewalls and security monitoring.

## Disclosing Your Personal Information

Anglicare NT will not disclose personal or sensitive information unless:

- You have provided written consent to do so
- The use or disclosure of the personal information is required by law, a court/tribunal order, police or other enforcement body
- There is suspicion of an offence(s) being committed and the information is needed to act
- The information is required to lessen or prevent a serious threat to an individual's life, health or safety or to public health or safety.

## Quality of Personal Information

To ensure that the personal information Anglicare NT collects is accurate, up-to-date and complete we:

- Record information in a consistent format
- Where necessary, confirm the accuracy of information we collect from a third party or a public source
- Promptly add updated or new personal information to existing records
- Regularly audit our contact lists to check their accuracy
- We also review the quality of personal information before we use or disclose it.

## Accessing and Changing Personal Information Held by Anglicare NT

If Anglicare NT holds personal information on you, then you can request to access or change the information. Under the Privacy Act, you have the right to ask for access to personal information that we hold about you and ask that we correct that personal information. Once a request is made, Anglicare NT will provide a response and organise to give you access to or change personal information.

When making a request to access personal information, you can request what format you would prefer to receive the information. However, access to some types of information may require you to receive the information in person in the presence of an Anglicare NT staff member.

We will ask you to verify your identity before we give you access to your information or correct it, and we will try to make the process as simple as possible. A signed consent form may also be required.

In some circumstances Anglicare NT may deny access to information. Reasons you may be denied access to your personal information include that the information would be harmful to you or others or it would be unlawful to provide the information. Similarly, not all requests to change information will be granted. Anglicare NT will only agree to change personal information that is inaccurate, out of date, irrelevant or misleading. Anglicare NT will provide a written notice that outlines the reasons for the refusal.

Requests to access or change your personal information can be made by contacting Anglicare NT:

Privacy Officer  
Anglicare NT  
PO Box 36506  
Winnellie NT 0821  
[privacy@anglicare-nt.org.au](mailto:privacy@anglicare-nt.org.au)

A response will be provided as soon as possible.

If further service or program specific information is required, discuss with an Anglicare NT staff member.

## Complaints

If you feel that Anglicare NT has breached the Australian Privacy Principles, then you can lodge a complaint. Visit our website for further details <http://www.anglicare-nt.org.au/contact-us/tell-us-what-you-think/>

## Office of the Australian Information Commissioner

If you believe Anglicare NT has taken an unreasonable time to respond to your privacy complaint, or you are dissatisfied with the outcome of a decision, you can make a complaint to the Privacy Commissioner at the Office of the Australian Information Commissioner (OIAC). The OIAC can be contacted on 1300 363 992 or [www.oaic.gov.au](http://www.oaic.gov.au).