



PRIVACY POLICY

PURPOSE

Dress for Success NSW & ACT (DFS NSW & ACT) is committed to protecting your personal information and does so in accordance with the Australian Privacy Principles.

SCOPE

This policy applies to the DFS NSW & ACT Board, Volunteers and Clients.

This Policy does not apply to the personal information of staff members – if you are a DFS NSW & ACT employee, please refer to the Staff Policy and Procedure Manual.

DEFINITIONS

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

Sensitive information is a type of personal information and includes health information, genetics, race, political opinion or membership, religion, philosophical beliefs, union membership, sexual preference and criminal record.

WHAT KINDS OF PERSONAL INFORMATION DOES DFS COLLECT?

In certain circumstances, we may collect personal information about you, for example when you contact us, apply for a Volunteer position, make a donation or use our services.

The type of information we collect may include (but is not limited to):

- your name and date of birth;
- your contact details, such as home and email addresses, and telephone number;



- information about your personal circumstances (e.g. marital status, gender, job title and relevant information about your partner and children);
- information about your background (e.g. ethnicity, languages spoken, medical history, health and disability information);
- bank or credit card details; and
- photographs.

HOW DOES DFS NSW & ACT USE OR DISCLOSE PERSONAL INFORMATION?

The primary purposes for which we collect, use and disclose personal information are to:

- provide, administer, improve and personalise our services and goods;
- process donations and payments;
- identify individuals;
- provide support and assistance to those in need;
- conduct surveys and research;
- respond to your queries or concerns.

HOW WILL DFS NSW & ACT USE THE PERSONAL INFORMATION YOU PROVIDE?

Personally identifiable information is collected by DFS NSW & ACT only when knowingly and voluntarily submitted.

DFS NSW & ACT will use personal information it collects 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, DFS NSW & ACT 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. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

POLICY

Personal information is kept by DFS NSW & ACT about our Clients and Volunteers. DFS NSW & ACT will not disclose or publish information that identifies individuals without the consent of the individual.



Board members, staff members and Volunteers protect all personal information collected and we respect each other's privacy by:

- Observing some basic rules about confidentiality - which means not telling people outside DFS NSW & ACT private and personal information about the people we work with, whether they are Clients, other Volunteers, or staff.
- There is an onus on DFS NSW & ACT to have a system to maintain confidentiality of records including limited access to records concerning Clients.
- Our duty to our Volunteers is to ensure that they have enough information on the Clients that they will be working with to do their job. This sometimes includes access to relevant confidential information.
- DFS NSW & ACT needs to ensure that all workers i.e. Board members, staff members, Volunteers, and students on placement, are aware of the duty of confidentiality and this is included as part of the DFS NSW & ACT induction program.
- To make sure that people's privacy is protected, we have to make sure we don't gossip, or give out people's names, or private information, when we are telling people about our day and what happened.
- The information collected is used only for the purpose for which is submitted.
- Confidential information is securely stored and accessible only by those authorised by DFS NSW & ACT and Clients.

AUTHORITY & RESPONSIBILITY

The Board is responsible to ensure staff members and Volunteers are trained on privacy responsibilities and appropriate procedures are in place to support the Privacy Policy.

The Board are responsible to conduct an appropriate investigation if there are any concerns on the implementation or if there are alleged breaches.

DISCLOSURE

DFS NSW & ACT may reveal information where we believe in good faith that the law requires it.

SECURITY

All personal information is stored in a secure location at all times.

DFS NSW & ACT handles personal information electronically and in hard copy form, both at our own premises and with the assistance of our service providers. In either



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case, a range of measures are implemented to protect the security of that personal information. We also take reasonable steps to destroy or permanently de-identify personal information where it is no longer needed for a permitted purpose.

DFS NSW & ACT will not send personal information about an individual outside of Australia.

DFS NSW & ACT does not use overseas providers of technology services including servers and cloud services.

ENQUIRIES AND PRIVACY COMPLAINTS

If you would like further information about the way DFS NSW & ACT manages the personal information it holds, or if you have any concerns, complaints or you think there has been a breach of privacy, then please contact our management team 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.

email: info@dfsnswact.org

telephone: (02) 9517 9537

REMEDIAL PROCESS

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au and on 1300 363 992.

PUBLICATION OF THIS PRIVACY POLICY

DFS NSW & ACT will make hard copies of this policy available on request.