



PRIVACY POLICY AND PROCEDURES

Table of Contents

Purpose	2
Policy	3
What kind of personal information RSSS holds and collects	3
How RSSS holds and collects information	3
The purpose for which RSSS collects, holds, uses and discloses personal information	3
How an individual may access personal information	4
Anonymity and pseudonymity	4
How long RSSS keeps personal information	4
How RSSS disposes of personal information	4
Disclosure of information to overseas recipients	4
How an individual may complain about a breach of this policy	4
Changes to the privacy policy	4
Procedure	5
Collection of personal information	5
Access to personal information	5
Competitors	5
Employees and Volunteers	5
Anonymity and pseudonymity	5
Retention of personal information	5
Competitors	5
Employees	5
Volunteers	6
Disposal of personal information	6
How to deal with complaints	6
Changes to the privacy policy	6

Purpose

The Board of Royal South Street Society (RSSS) is committed to protecting the privacy of personal information which the organisation collects, holds and administers. This document

provides a framework for RSSS in dealing with privacy consideration of its competitors, volunteers, and employees.

Policy

Royal South Street Society collects and administers a range of personal information. The RSSS is committed to ensure that the personal information that is collected is protected.

RSSS is committed to complying with Australian Privacy legislation and to protecting and safe guarding your privacy when you deal with us.

Personal information is defined as, by the *Privacy Act (1988)*, 'information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information of opinion is true or not, and whether the information or opinion is recorded in a material form or not'.

What kind of personal information RSSS holds and collects

RSSS understands that the information collected may be considered private; however without these details, RSSS would not be able to provide the services we do. The type of information that is collected by RSSS includes:

- Name
- Date of Birth
- Address
- Phone
- Email
- Financial information (such as bank account details for employment)
- Emergency contacts
- Working with children checks

The information that gets collected depends on the position and relationship of the individual within RSSS.

RSSS only collects information that is only necessary for us.

How RSSS holds and collects information

RSSS holds the information collected via hard copy which is stored in the workplace for volunteers and staff. Competitor information is stored electronically & paper based through a third party which RSSS has administrator access to.

RSSS collects information by:

- Online form for competitors, which they fill out themselves
- Volunteers fill out a paper application form, which they can do themselves or allow a staff member of RSSS to do
- Employees fill out a personal detail form which they do themselves.

Information that is stored on our computers is only accessible by authorised persons.

The purpose for which RSSS collects, holds, uses and discloses personal information

RSSS collects, holds, uses and discloses information for a number of reasons, depending on the nature of the individual. If the individual is a competitor their information is stored so the RSSS is able to

- Place them within the correct age group for their competition
- Contact them when necessary
- Publish their names in guide books as well as on the RSSS website

Volunteer information is collected so RSSS is able to:

- Contact/communicate with them about events, or if a volunteer is needed
- Do referee checks
- Confirm the individual has a valid working with children's check
- Contact emergency contacts in case of an emergency

Staff information is collected so RSSS is able to:

- Contact them when necessary
- Pay wages
- Ensure they have a valid working with children's check
- Ensure they are an Australian citizen or have the right to work within Australia
- Contact emergency contacts in case of an emergency

How an individual may access personal information

Competitors are able to access and update their personal information online.

If volunteers and staff wish to access or change their personal information, they need contact the CEO via email, phone or in writing.

Anonymity and pseudonymity

You have the option of dealing with RSSS anonymously; however this only applies if it is practical, such as making a general enquiry.

How long RSSS keeps personal information

Competitor's information is kept ongoing. This is due to results being published online.

Staff paper based information is kept for 7 years after the date of their termination, or resignation.

Volunteer information is kept for as long as a volunteer works for RSSS. If a volunteer wishes to resign their information will be terminated immediately.

How RSSS disposes of personal information

RSSS disposes their information in a proper manner. If the information is stored on an electronic device it is deleted and removed completely from the electronic storage. If the information is hard copy, then the paper is shredded via a document disposal company.

Disclosure of information to overseas recipients

RSSS does not disclose personal information to overseas recipients.

How an individual may complain about a breach of this policy

If an individual feels there has been a breach of this policy and wish to make a complaint, they can contact the CEO via email, phone, or in writing.

Changes to the privacy policy

If changes need to occur to the privacy policy, RSSS will promptly apply these changes so individuals are kept up-to-date about the information that RSSS discloses.

Legislation

Privacy Act (1988)

Procedure

Royal South Street Society (RSSS) will follow these procedures to ensure that all personal information that is collected is managed appropriately

Collection of personal information

RSSS will only collect the appropriate information that it needs to provide its services.

If an individual questions the information that is being collected, RSSS will provide the appropriate answer.

Once the information has been provided RSSS will

1. Check to view all relevant information has been provided
2. If not all relevant information has been provided, contact the individual to receive the appropriate information.
3. Review the information
4. File the information in the appropriate filing system

Access to personal information

Competitors

If competitors request to view their personal information, RSSS will inform the individual of the entry portal they need to review.

Employees and Volunteers

If an employee or a volunteer wishes to view personal information RSSS will request they show appropriate identification so they can give access to the right information.

Once the identification has been approved the CEO will allow access to the appropriate information.

Anonymity and pseudonymity

If an individual wishes to deal with RSSS anonymously, RSSS will give the individual the right to do so.

Retainment of personal information

Competitors

Due to competitor information being kept on-going electronically, RSSS will ensure that all personal information is only accessible to those with permission.

Employees

Employee information is kept for 7 years after the employee leaves RSSS in an appropriate filing system. After 7 years the appropriate disposal will be put in place (See **Disposal of personal information**).

Volunteers

As soon as a volunteer no longer wishes to work for RSSS, their information will be disposed of in an appropriate manner (See **Disposal of personal information**)

Disposal of personal information

If personal information needs to be disposed, the following procedure will be followed.

Electronic device

1. Find appropriate file
2. Remove file from server immediately

Hard Copy

1. Find appropriate file
2. Shred file immediately / place in document destruction bin

How to deal with complaints

If a complaint is made to RSSS, the following procedure will be followed.

1. View the complaint
2. Investigate the complaint
3. Request further information if necessary
4. Discuss options with the person who made the complaint to see if they have suggestions on how to resolve the issue
5. Take immediate action to resolve the issue

If the Complaint involves an employee the following procedure will be followed

1. View the complaint
2. Request further information if necessary
3. Discuss options with the person who made the complaint to see if they have suggestions on how to resolve the issue
4. The CEO will raise the issue with the employee/s
5. The CEO will discuss with the employee/s a way of resolving the issue
6. Come to an appropriate resolution

The same procedure will be followed if there is a complaint made about a volunteer.

If a complaint is made anonymously RSSS will

1. View the complaint
2. Investigate the complaint
3. Take necessary action immediately to resolve the issue

All complaints will be resolved in no more than 30 days.

Changes to the privacy policy

If changes are to be made to the privacy policy the following procedure will be followed

1. Make appropriate changes to the policy
2. Inform all employees of changes to the policy
3. Give all employees a copy of the new policy
4. Inform volunteers of changes to the policy via email, newsletter, or face to face discussion
5. If a volunteer requests a copy of the new policy, one will be available immediately

**Authorisation
Signature**

Name

Date
