

Privacy Policy – Reflection Outreach

Introduction

We are committed to protecting the privacy your personal information and to handling your personal information in a responsible manner in accordance with the Australian Privacy Principles enshrined in the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, and relevant State and Territory privacy legislation (referred to as privacy legislation).

This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

Reflection Outreach collects, holds and uses your personal information for the primary purpose of providing support and services to young people and their families who have been impacted by trauma, with a particular focus on support via transitional accommodation, and innovative education programs.

From time to time we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and on request.

Collection

The type of information collected and retained by Reflection Outreach includes personal information about:

- Members
- Donors
- Volunteers
- Staff
- Job Applicants
- Contractors
- People receiving a service from Reflection Outreach
- Other people who come into contact with Reflection Outreach.

Wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources, for example from references or referrals. We collect information in various ways, such as via forms filled out, email, in person, via face-to-face meetings or interviews, telephone calls, or over the internet or videoconferencing if you transact with us via these means. This information is generally collected by Reflection Outreach staff and volunteers, but we may sometimes use contractors and consultants.

When collecting information, only information necessary for the activities of Reflection Outreach will be collected and recorded. Information given in confidence will remain confidential.

Personal information collected by Reflection Outreach includes, without limitation:

- Names and addresses
- Bank account details or credit card information (for direct debit of donations)
- Dates of birth
- Telephone numbers
- Email addresses
- Information from previous employers.

Use and Disclosure

Reflection Outreach will treat your personal information as strictly private and confidential. Reflection Outreach will only use or disclose it for purposes directly related to engagement with Reflection Outreach. The type of information we collect will vary depending on your relationship with Reflection Outreach. The purposes we collect, hold, use and disclose your personal information includes

- To process your membership
- To process your donation or purchase and provide receipts
- To verify your identity
- To manage our relationship with you
- To communicate with you about how your donation is used, or to provide you with information about programs, events, causes, products or services that we believe may interest you.
- To provide programs to you, to manage and account for the programs provided and to improve those programs.
- To respond to your feedback, complaints or queries
- To report to government or other funding bodies on how funding is used
- To provide information to our third-party service providers in connection with any of the above

Wherever possible, Reflection Outreach uses information in a de-identified form. Reflection Outreach will not disclose your personal information without your permission unless the disclosure is either, in accordance with this Privacy Statement, or any agreement you enter into with us, or required or authorized by the law, e.g., in responding to a court order. Reflection Outreach may disclose information about you to outside contractors to carry out activities on our behalf such as, a financial services company to process donations, an IT service provider, solicitor or debt collection agency. We impose security and confidentiality requirements on how they handle your personal information. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

Data Quality and Security

Reflection Outreach will take reasonable steps to ensure that your personal information is accurate, complete, up-to-date and relevant. For this purpose, our staff may ask you to confirm that your contact details are correct when interact with us. We request that you let us know if any of the information we hold about you is incorrect or out-of-date.

We store information in different ways, including:

- our document and records management systems
- cloud storage on servers located in Australia

Personal information that we hold is protected by:

- securing our premises;
- placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure; and
- providing locked cabinets and rooms for the storage of physical records.

Reflection Outreach will take reasonable steps to ensure that the personal information it collects, uses, retains or discloses is accurate, complete and up to date and is protected from misuse, interference, loss, unauthorised access, modification or disclosure.

Corrections

If you believe that the information, we have about you is not accurate, complete or up to date, we ask that you contact us in writing (see details below).

Access

You are entitled to request access to the personal information Reflection Outreach holds about you. We request that you put your request in writing and we will respond to it within a reasonable time. There may be a fee for the administrative costs of retrieving and providing you with copies of your personal information.

Complaints

If you have a complaint about the privacy of your personal information, we request that you contact us in writing. Upon receipt of a complaint, we will consider the details and attempt to resolve it in accordance with our complaints handling procedures.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Victorian Information Commissioner at ovic.vic.gov.au

Overseas Transfer of Data

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by law.

Contact

Please direct any queries, complaints, requests for access to: info@reflectionoutreach.org.au

Version control

Version No.	Date	Reason for update

Approval

[illegible]