



# Privacy Policy

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## Privacy Policy

<b>Applies to:</b>	Board, Employees, volunteers, students and consultants
<b>Specific Responsibility:</b>	Chief Operating Officer

Policy Context - This policy relates to:	
<b>Standard:</b>	ASES Governance standard 2 2.1 Sound Governance 2.3 Data and knowledge Management 2.4 Risk Management
<b>Legislation or other requirements:</b>	Privacy Act 1988 (Cth) Australian Privacy Principles Privacy and Personal Information Protection Act 1998 (NSW) (PIIP Act) Health Records and Information Privacy Act (NSW) 2002 Notifiable Data Breach Scheme

### Purpose

This Privacy Policy describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information

### Policy Statement

Coast Shelter values and respects the privacy of the people we deal with. Coast Shelter is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act), and the Australian Privacy Principles.

Coast Shelter is also obliged to comply with the Privacy and Personal Information Protection Act (NSW) and the Health Records and Information Privacy Act (NSW) because we collect personal information and health information from our clients.

### What is personal information?

Personal information includes 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.



Health information includes information about physical or mental health or a disability an individual has had at any time, an individual's express wishes about future provision of health services to him or her, any health service that has been or is to be provided to an individual, any personal information collected to provide or in providing a health service, information collected in connection with a donation or intended donation of body parts, organs or body substances, genetic information that is or could be predictive of health at any time of the individual or a relative of the individual and healthcare identifiers.

## What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

The personal information we collect about you may include:

- Your name;
- Your mailing or street address;
- Your date of birth;
- Your email address;
- Your phone number

Under certain circumstances, Coast Shelter may need to collect sensitive information about you. To enable us to provide you with our services, including our clinical services, this might include information about your sexual preferences, criminal record, or health information.

If we collect your sensitive information, we will do so only with your consent, or as otherwise required or authorised by law, and we will take appropriate measures to protect the security of this information.

You do not have to provide us with your personal information. If you choose not to provide us with your personal information, we may not be able to provide you with our services or otherwise interact with you

## How do we collect your personal information?

We collect your personal information directly from you when you:

- Interact with us over the phone;
- Interact with us in person;
- Interact with us online;
- Participate in surveys or questionnaires;
- Attend a Coast Shelter event;
- Subscribe to our mailing list;



- Apply for a position with us as an employee, contractor or volunteer;
- When you are receiving clinical, outreach or refuge services and
- If staying in our refuges information which is generated by surveillance devices used in connection with our services (for example CCTV operated around our premises)

## Collecting personal information from third parties

We may also collect your personal information from third parties or through publicly available sources. We sometimes need to collect your personal information from third parties so that we can help you when you are receiving our clinical, outreach or refuge services.

We will seek your permission before obtaining information from any third party.

## How do we use your personal information?

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- To provide you with information or services that you request from us;
- Improve the quality of the services we offer;
- Assess employee or volunteer applications
- Process donations and payments
- For internal administrative purposes;
- Protect our lawful interests or to comply with relevant law, for example workplace health and safety laws or reporting obligations in relation to funding or our services and
- To respond to your queries or concerns.

## Disclosure of personal information to third parties

Depending on the nature of your relationship with us, your personal information may be disclosed to certain third parties for the purposes outlined in section 7 above, including the following:

- Contactors and suppliers which provide goods or services to us
- Funders
- Regulators

## How do we protect your personal information?

Coast Shelter will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:



- Storing your personal information securely and protecting it from unauthorised access
- Taking measures to restrict access to only personnel who need that personal information to effectively provide services to you;

## Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

## How to access and correct your personal information

Coast Shelter will endeavour to keep your personal information accurate, complete and up to date.

If you wish to access personal information, we hold about you this can be done by

- emailing your request to [complaints@coastshelter.org.au](mailto:complaints@coastshelter.org.au) or
- by phoning the Chief Operations Officer at Coast Shelter on (02) 43253540

## Inquiries and complaints

For complaints about how Coast Shelter handles, processes or manages your personal information, please contact the Chief Operations Officer at [complaints@coastshelter.org.au](mailto:complaints@coastshelter.org.au). Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to 3 business days for Coast Shelter to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with Coast Shelter's response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at [oaic.gov.au/](http://oaic.gov.au/)) or the Information and Privacy Commissioner NSW to lodge a complaint.

## How to contact us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

Email: [complaints@coastshelter.org.au](mailto:complaints@coastshelter.org.au)  
Contact number: (02) 4325 3540



## Review

Reviewing and approving this policy		
Frequency:	Person Responsible	Approval
Biennially	COO	Board

## Amendment

<p>This policy cannot be amended without approval of the Coast Shelter Board. It will be reviewed from time to time to ensure that it remains effective and meets best practice standards and the needs of Coast Shelter.</p>
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## Authorisation

Version	Approval	Review Date
V2	June 2024 Board	June 2026