



# McAuley Community Services for Women

A ministry of the Sisters of Mercy

**THE RIGHTS TO PRIVACY OF PEOPLE HAVING DEALINGS WITH MCAULEY COMMUNITY SERVICES FOR WOMEN SHALL BE ENSURED. PERSONAL DATA IN ANY FORM WILL BE MANAGED WITH DILIGENCE. MCAULEY COMMUNITY SERVICES FOR WOMEN WILL BE OPEN AND ACCOUNTABLE ABOUT HOW PERSONAL INFORMATION IS HANDLED.**

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McAuley Community Services for Women adheres to relevant legislation which protects individual and organisation privacy. All reasonable action is implemented to protect the security of personal information, stored electronically or in hard copy, including protection from unauthorised access.

## **Collection of Information**

The types of information collected and retained by McAuley Community Services for Women include personal information about:

- Job applicants;
- Donors;
- Contractors;
- Board, Stakeholders, Networks;
- Other people who come into contact with McAuley Community Services for Women.

In addition to this Policy, the Policy manual contains a Privacy Policy with specific focus on:

- Staff (Employees and Volunteers) which is contained in the Human Resources section;
- People receiving a service which is contained in the Direct Services Delivery section.

## **Collection and Holding of Personal Information**

McAuley Community Services for Women stores personal information in electronic or paper files. The information is filed in secure areas which are only accessible to specific staff who have responsibility for handling the information as per their Position Description.

## **Personal Information Personally Provided**

McAuley Community Services for Women collects personal information held about an individual by way of forms, face to face meetings and interviews, telephone calls, facsimiles and email. Only information necessary for the business of McAuley Community Services for Women will be collected.

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## **Purpose for Information Collected**

Information is collected and used for the primary purpose intended e.g. processing donations, HR requirements, service provision.

McAuley Community Services for Women will only use or disclose information for the primary purpose for which the information is collected. Secondary use or disclosure of the information will only occur if consent is obtained or the use or disclosure of information is allowed by law.

## **Personal Information provided by Other People**

In some circumstances, McAuley Community Services for Women may receive personal information about an individual from a third party, for example, references or referrals.

## **Management and Security of Personal Information**

As a condition of employment or appointment as a volunteer, McAuley Community Services for Women's staff respect the confidentiality of information and the privacy of individuals and organisations. Access to all files (electronic and paper) is based on the relevancy of the information to the staff member's role.

McAuley Community Services for Women will take reasonable steps to ensure that the information it collects, uses, retains or discloses is accurate, complete, and up to date. However, the accuracy of that information depends to a large extent on the information individuals provide. It is recommended that people dealing with McAuley Community Services for Women advise of any errors or changes in personal information.

To update personal information, please contact McAuley Community Services for Women on 03 9362 8900, during office hours from 9:00am-5:00pm, or email at [mcsw@mcauleycsw.org.au](mailto:mcsw@mcauleycsw.org.au)

## **Accessing Own Personal Information**

An individual has the right to obtain access to any of their personal information McAuley Community Services for Women retains and to advise of any perceived inaccuracy. In order to protect the confidentiality of personal information, proof of identity is required with any request to access personal information.

The Australian Privacy Principles defines some exceptions to accessing personal information related to such matters as health and safety, privacy impact on other persons and legal proceedings.

Please contact the Privacy Officer, in writing, if you wish to obtain access to personal information.

## **Update your Personal Information**

Contact McAuley Community Services for Women to update your personal information or your communications preferences, including electing not to receive further information. Please allow 28 days for your request to be processed for your preferences to take effect.

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## **Disclosure to Overseas Organisations**

Personal information is not disclosed to overseas recipients unless it is a reference for an employee, past or current.

## **Website**

When accessing the website [www.mcauleycsw.org.au](http://www.mcauleycsw.org.au) the system may record some technical information related to the time and the pages you accessed.

‘Cookies’, a small text file, are a standard part of websites designed to improve the aims of websites.

Unless you have changed the settings on your Browser, the text file will be stored on your computer's hard drive and performs as a tool to remember your preferences when you return to a website.

The information gained is used for website administration purposes.

Please note that our website may contain links to websites for other organisations or individuals and it is your responsibility to be aware of and read their privacy policy.

## **Privacy Concerns or Complaints**

Any questions, concerns or complaints about the management of personal information or a breach of the Australian Privacy Principles are to be addressed with the Privacy Officer.

If you do not receive a response within 30 days, or you are dissatisfied with the response, you may then complain to the Office of the Australian Information Commissioner <https://www.oaic.gov.au>

## **Privacy Policy**

The Privacy Policy may be updated in keeping with the management of personal information by McAuley Community Services for Women. The website will provide the current version of the Policy.

## **Contact the Privacy Officer**

McAuley Community Services for Women

Level 1, 81-83 Paisley Street

Footscray VIC 3011

Phone: 03 9362 8900

Email: [mcsw@mcauleycsw.org.au](mailto:mcsw@mcauleycsw.org.au)