



Neighbourhood Watch Victoria Privacy Policy

About this policy

The *Privacy Act 1988* requires entities bound by the Australian Privacy Principles to have a privacy policy. This privacy policy outlines the personal information handling practices of Neighbourhood Watch Victoria Incorporated (NHW).

The specific legal obligations of NHW when collecting and handling your personal information are outlined in the *Privacy Act 1988* and in particular in the Australian Privacy Principles found in that Act. We will update this privacy policy when our information handling practices change. Updates will be publicised on our website and through our email lists.

Scope

This policy applies to all NHW employees, volunteers, contractors and members who are engaged in NHW activities.

Responsibilities

It is the responsibility of every person in scope to ensure he or she complies with this policy and the obligations of the *Privacy Act 1988*. Where a person is unsure of his or her obligations under this policy, the Chief Executive Officer should be contacted for clarification of any issues.

Collecting personal information

Personal information is any information or an opinion that identifies you. At all times we aim to only collect the information we need for the particular function or activity we are carrying out.

The primary purpose for collecting personal information from individuals is to provide services to NHW members, agencies for funding, as well as monitoring and

evaluating our services. The kind of information we collect will depend on your relationship with NHW (e.g. as a member of the public, partner, employee or volunteer).

Collecting sensitive information

We may need to collect sensitive information about you to allow you to become a NHW member. This might include information about your age and criminal history.

Indirect collection

In the course of you becoming a NHW member, we may collect personal information (including sensitive information) about you indirectly from publicly available sources or from third parties such as:

- Criminal record checks
- Working with children checks

Open and transparent management of information

When asked to do so by an individual, NHW will take reasonable steps (subject to the Privacy Act 1988) to let the person know, generally, what sort of personal information NHW holds about that person.

NHW will make this policy publicly available on its website at www.nhw.com.au and will take reasonable steps to provide an electronic copy of this policy to anyone who asks for it. A person may request a copy of the policy by contacting the office.

Collecting through our website

Information We Collect

NHW has its own public website www.nhw.com.au. We may collect the following information relating to your use of the website;

- Information that you provide by filling in forms on our website, your name, contact details (including phone numbers, email addresses and addresses) when you become an accredited member.
- Details of your visits to our website and the resources you access, including, but not limited to, traffic data, location data and communications data
- Information provided when you communicate with us for any reason.
- Other information, including users IP address and standard web log information.

How We Collect

We collect this data when you send us an enquiry or request to become an accredited NHW member.

Use

Your personal information will only be used for the purpose for which you have provided it.

We use the information collected to;

- provide you with news and information
- customise, measure and improve user experience and our services, content and advertising
- send you material about NHW and its programs which we believe may be of interest to you.
- internal record keeping
- communicate with you, including by email, mail or telephone
- investigate any concerns raised by you, or if we have reason to suspect that you are in breach of any of our Terms and Conditions or that you are or have been otherwise engaged in any unlawful activity.
- enforce our policies

Disclosure

NHW uses a third party web hosting company. While every effort is made by NHW Victoria to ensure the privacy of your information, either NHW Victoria or our hosting company will comply with any legally presented requests for information on data we maintain.

Security

NHW takes every precaution to protect our users' information.

Third Party Links

The NHW website contains links to third party websites. We do not accept any responsibility or liability for the content and activities of sites linked from ours. While we maintain a best effort to ensure we only link to sites that are safe and secure, anything beyond NHW Victoria's website is out of our control and cannot be secured by us.

General

NHW may update this policy at any time, with updates taking effect when you next use the site. If we decide to change our privacy policy, we will make the changes directly to this page so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users by way of an email.

Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.

Analytic, session and cookie tools

We use a range of tools provided by third parties, including our exchange provider and our web hosting company, to collect or view website traffic information. These sites have their own privacy policies. This web site and associated websites, may use cookies and session tools to enhance the functionality and user-friendliness of the web site.

The information collected by these tools may include the IP address of the device you are using and information about sites that IP address has come from, the pages accessed on our site and the next site visited. We use the information to maintain, secure and improve our websites and to enhance your experience when using them. You can opt out of the collection of this information through your browser.

Your Consent

By using our site, you consent to the collection and use of information as outlined in the above documentation. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we collect it, how use it and under what circumstances we disclose it.

Social Networking Services

We use social networking services such as Twitter, Facebook and YouTube to communicate with the public about our work. When you communicate with us using these services we may collect your personal information, but we only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These sites have their own privacy policies.

Email lists

We collect your email address and, if you provide it, other contact details when you subscribe to our email lists. We only use this information for the purpose of sending you regular updates on the activities of NHW, and to administer the lists.

Disclosure

Common situations in which we disclose information are detailed below.

Disclosure to the media

We only provide the media with personal information relating to a NHW member if you have consented, or where the information is already publically available.

Disclosure to service providers

NHW uses a number of service providers to whom we disclose personal information. These include providers that host our website servers and IT.

Disclosure of sensitive information

We only disclose your sensitive information for the purposes for which you gave it to us or for directly related purposes you would reasonably expect or if you agree.

Quality of personal information

To ensure the personal information NHW collects is accurate, relevant, up-to-date and complete we:

- record information in a consistent format
- where necessary, confirm the accuracy of information we collect from a third party or a public source
- promptly add updated or new personal information to existing records
- regularly audit our contact lists to check their accuracy.

We also review the quality of personal information before we use or disclose it.

Storage and security of personal information

NHW takes all reasonable steps to protect the security of the personal information we hold from both internal and external threats by:

- regularly assessing the information held
- regularly assessing what format it is held in
- regularly reviewing and updating who has access
- conducting regular assessments as to whether we have adequately complied with or implemented these measures.

We destroy personal information in a secure manner when we no longer need it.

Accessing and correcting your personal information

Under the Privacy Act (Australian Privacy Principles 12 and 13) you have the right to ask for access to personal information that we hold about you, and ask that we correct that personal information.

You can ask for access or correction by contacting us and we must respond within 30 days. If you ask, we must give you access to your personal information, and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that allows or requires us not to.

We will ask you to verify your identity before we give you access to your information or correct it, and we will try to make the process as simple as possible. If we refuse to give you access to, or correct, your personal information, we must notify you in writing setting out the reasons.

If we make a correction and we have disclosed the incorrect information to others, you can ask us to tell them about the correction. We must do so unless there is a valid reason not to.

If we refuse to correct your personal information, you can ask us to associate with it (for example, attach or link) a statement that you believe the information is incorrect and why.

You also have the right under the FOI Act to request access to documents that we hold and ask for information that we hold about you to be changed or annotated if it is incomplete, incorrect, out-of-date or misleading. For further information see Freedom of information requests to the Office of Australian Information Commissioner AIC

How to make a complaint

If you wish to complain to us about how we have handled your personal information you should complain in writing. If you need help lodging a complaint, you can contact us.

If we receive a complaint from you about how we have handled your personal information we will determine what (if any) action we should take to resolve the complaint.

If we decide that a complaint should be investigated further, the complaint will usually be handled by a sub-committee of the Board.

We will tell you promptly that we have received your complaint and then respond to the complaint within 30 days.

If you are not satisfied with our response you may ask for a review by the Board of NHW (if that has not already happened)

Contact

All queries or complaints regarding this Privacy Policy, or requests for access to, or correction of, personal information should be directed to NHW as follows:

NHW Victoria Inc.
Victoria Police Complex
637 Flinders Street
Docklands VIC 3008
Phone: 03 9247 5492
Email: admin@nhw.com.au

Review

This Privacy Policy will be reviewed annually, when there are any changes to the Law, and updated as required.

Version Control

Version	Date	Description	Approver
1.0 Draft	04/03/15	Created	Gillian Metz
1.1 Draft	28/08/15	Reviewed	Board
1.2 Final Draft	01/09/15	Approved	Board
1.3 Final	15/09/15	Distributed	Gillian Metz
1.4 Final	04/11/15	Reformatted	Geoff Kloot
1.5 Final	22/02/17	Contact Information	Geoff Kloot