

1. Purpose

Neighbourhood Watch (NHW) is committed to protecting the privacy of personal information which the organisation collects, holds and administers.

This policy is a statement, or a legal document (in **privacy law**), that discloses some or all of the ways NHW gathers, uses, discloses, and manages personal information. It aims to ensure that NHW Victoria Incorporated (NHWV), and groups affiliated with NHWV under the Rules and Charter of NHWV, have adhered to the Privacy Act and protect to all participants against legal action.

2. Scope

This policy applies to all employees, volunteers and contractors (referred to throughout as representatives) of Neighbourhood Watch Victoria Incorporated (NHWV) and groups affiliated with NHWV under the Rules and Charter of NHWV.

3. Approval

This policy was issued under the authority of the Board of Neighbourhood Watch Victoria Incorporated and represents the current policy of Neighbourhood Watch Victoria until it is revised or rescinded.

4. We respect your privacy

- 4.1. NHWV respects your right to privacy and is committed to safeguarding the privacy of all individuals providing personal information, including our members, volunteers, customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988. This policy sets out how we collect and treat your personal information.
- 4.2. "Personal information" is information we hold which is identifiable as being about you.

5. Collection of personal information

- 5.1. NHWV will, from time to time, receive and store personal information you have entered onto our website, provided to us directly or given to us in other forms.
- 5.2. You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you apply to join NHW as a member or volunteer, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys, or communicate with NHWV, our State Office or an individual NHW affiliated group.
- 5.3. Additionally, we may also collect any other information you provide while interacting with us.

6. How we collect your personal information

NHWV collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

7. Use of your personal information

- 7.1. NHWV may use personal information collected from you to register you as a member, provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.
- 7.2. NHWV may contact you by a variety of means including, but not limited to telephone, email, SMS or mail.

8. Disclosure of your personal information

- 8.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as is reasonably necessary for the purposes set out in this policy. Personal information is only supplied to a third party when it is required for the delivery of our services.
- 8.2. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, or warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- 8.3. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Neighbourhood Watch Victoria, www.nhw.com.au, its customers or third parties.
- 8.4. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.
- 8.5. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this policy. Where we disclose your personal information to third parties, we will request that the third party follow this policy regarding handling your personal information.

9. Security of your personal information

- 9.1. NHWV is committed to ensuring that the information you provide to us is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

- 9.2. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

10. Access to your personal information

- 10.1. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988. A small administrative fee may be payable for the provision of this information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out-of-date, incomplete, irrelevant or misleading, please email us at admin@nhw.com.au
- 10.2. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

11. Complaints about privacy

If you have any complaints about our privacy practices, please send details of your complaint to Neighbourhood Watch Victoria, 637 Flinders Street, Docklands, Victoria, 3008. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

12. Privacy or data breach

- 12.1 The Privacy Amendment (Notifiable Data Breaches) Act 2017 established the Notifiable Data Breaches (NDB) scheme in Australia.
- 12.2. The NDB scheme has an obligation for agencies to notify individuals whose personal information is involved in a data breach that is likely to result in serious harm. In this context, serious harm refers to serious physical, psychological, emotional, financial or reputational harm to an individual or individuals.
- 12.3 If a suspected or known data breach occurs, NHWV or its officers will initially respond and work with the affected area to contain further access or disclosure of the data.
- 12.3.1 NHWV or its officers will then work to determine whether serious harm is likely from the suspected or known breach.
- 12.3.2 If serious harm is likely from the data breach, NHWV or its officers will immediately notify the affected individuals to advise that a suspected or known data breach has occurred which includes their personal information, and that actions are being undertaken to limit or mitigate the harm as much as possible.
- 12.3.3 NHWV or its officers will also prepare a statement to the Office of the Australian Information Commissioner (OAIC) via the [NDB form](#) available from www.oaic.gov.au) notifying the following to the OAIC:

- NHWV's identity and its contact details
- a description of the breach and actions being undertaken to limit the breach
- the type of information concerned
- recommended steps for the affected individuals

12.3.4 NHWV will then work with OAIC on any recommendations or directions from the Information Commissioner relating to the breach.

12.3.5 NHWV will review the incident to determine possible causes of the breach and revise its internal policies and/or procedures to prevent reoccurrence. Possible actions will include updating policies and procedures relating to records management.

13. Changes to privacy policy

Please be aware that we may change this Privacy Policy in the future. We may modify this policy at any time, in our sole discretion, and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

14. Website

14.1. When you visit our websites or social media sites, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

14.2. We may from time to time use cookies on our websites. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant advertisements to website visitors through third party services such as Google Adwords. These advertisements may appear on this website or other websites you visit.

14.3. Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that NHWV is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

15. Policy management

This policy is to be reviewed every 12 months.

The Chief Executive Officer and the Board of Neighbourhood Watch Victoria is responsible for reviewing or making modifications to the policy and publishing exemptions.

16. Breaches

Any breach of this policy must be reported to the Chief Executive Officer, Neighbourhood Watch Victoria

17. Authorisation

This policy has been authorised and issued by the Board of Neighbourhood Watch Victoria Incorporated.

Date effective: February 2019