



## POLICY

### Confidentiality and Privacy

#### RATIONALE

Victims of Crime NT (VoCNT) Inc. is committed to safeguarding confidential, personal and sensitive information collected during the course of our business. This includes personal and sensitive information relating to, but not limited to staff, volunteers, clients and other stakeholders.

The Confidentiality and Privacy Policy is informed by the following legislation:

- Commonwealth Privacy Act 1988;
- Commonwealth Privacy Amendment (Enhancing Privacy Protection) Act 2012;
- Australian Privacy Principles;
- Independent Commissioner Against Corruption Act 2017.
- Information Act 2002 (NT)

#### DEFINITION

##### Confidential Information

Confidential information is any documents or verbal communication that is defined in legislation or a contract as confidential. Confidentiality ensures the protection of information, ensuring that it is not released into the public domain. The types of information that may be kept confidential include trade secrets, personal information (as defined) and contractual information.

##### Personal Information

Personal Information has the meaning as defined in the Privacy Act (Personal Information), that is:

*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

Sensitive Information has the meaning as defined in the Privacy Act (Sensitive Information), that is:

- *information or an opinion about an individual's:*
  - *racial or ethnic origin; or*
  - *political opinions; or*
  - *membership of a political association; or*
  - *religious beliefs or affiliations; or*
  - *philosophical beliefs; or*
  - *membership of a professional or trade association; or*
  - *membership of a trade union; or*
  - *sexual orientation or practices; or*
  - *criminal record;*
- *that is also personal information; or*
  - *health information about an individual; or*
  - *genetic information about an individual that is not otherwise health information;**or*



- *biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or*
- *biometric templates.*

## POLICY STATEMENT

VoCNT will handle Personal Information that we collect or obtain in connection with the provision of our Services and your interactions us, and with the website <https://victimsofcrime.org.au/> in accordance with this Privacy Notice.

VoCNT is committed to protecting the privacy of Personal Information collected, held and administered, in accordance with the requirements outlined in the Australian Privacy Principles.

### 1. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

VoCNT collect your Personal Information in the following circumstances:

- where you have requested our Services to be provided to you;
- where you complete a form or enquiry in relation to our Services on the Website, or otherwise;
- where you have inquired or otherwise communicated with us in person, over email or phone, or otherwise;
- where you are interacting with the Website, through the use of browser cookies or trackers;
- in the course of us delivering the Services to you;
- when a third party is assisting us to supply our Services such as our contractors or service providers or supplying us with goods or services; and
- in such other situations, which we will inform you of from time to time, where we collect Personal Information from you that is reasonably necessary for the proper function of our Services.

### 2. WHAT PERSONAL INFORMATION DO WE COLLECT?

- The kinds of Personal Information we may collect from you will depend on your relationship with us and the nature of your interaction with us. VoCNT will only collect personal information for the purpose of the organisation's activity with the individual. This includes any information collected in response to enquiries about our services, people both using services and waiting for services, those who decide not to accept services, people applying for positions (paid or unpaid) at the organisation, and past and present volunteers and staff.
- VoCNT usually collect and store the following types of Personal Information:
  - Names, addresses, e-mail addresses, phone numbers, geographical information, and other Personal Information that you may voluntarily provide to us
  - The nature of the service being used.
  - Any information provided for written records.
  - Any matters raised during assessment, counselling, activities, interviews or review.
  - Reason for accessing the service.



- Client stories.

Sensitive Information will only be collected with the consent of the individual, as deemed necessary, for the purpose of VoCNT's engagement with the individual.

### 3. WHAT DO WE DO WITH YOUR PERSONAL INFORMATION?

- We will not sell or trade your Personal Information to any third party, organisations, or individuals without your consent, other than if we are required to do so by law.
- We may use and disclose your Personal Information for the following purposes:
  - providing our Services to you;
  - to provide you with further information about our Services, as requested by you;
  - to personalise your experience of our Services;
  - to respond to feedback and complaints;
  - for the development of new Services;
  - for enforcement of contractual agreements for our Services;
  - for direct marketing purposes;
  - to notify you of important changes to our Website or content on the Website that may be of interest to you;
  - for any other purpose for which you give your consent.
- We may also disclose your Personal Information:
  - to third parties used by us to assist with providing the Services that you have requested, including sub-contractors, our Website hosting provider and technology service providers
  - to any duly authorised law enforcement officer, or any other person, authorised by an law to receive your Personal Information from us;
  - to lessen or prevent serious threats to the health and safety of an individual or the general public.
  - to assist in locating missing individuals.

### 4. HOW DO WE KEEP PERSONAL INFORMATION SECURE?

- All Board members, volunteers and staff are required to sign a Declaration of Confidentiality.
- Procedures are in place to maintain the confidentiality of Personal Information.

VoCNT take steps to protect your Personal Information, however as there are inherent risks associated with the transmission of information via the Internet, data security measures can never be guaranteed.

### 5. WHAT IF YOU HAVE QUESTIONS ABOUT THIS NOTICE?

- If you:
  - have any questions about this Notice;
  - wish to request access to any Personal Information that we hold;
  - wish to correct or update your Personal Information that we hold; or
  - wish to make a complaint or discuss any other privacy concerns you may have, please contact us using the following details:  
email: Attention: [ceo@victimsofcrime.org.au](mailto:ceo@victimsofcrime.org.au)



- VoCNT reserve the right to charge for reasonable expenses that we may incur in preparing and sending you a copy of your Personal Information.
- If you have a complaint or a privacy-related concern, please give us the opportunity to resolve matters by contacting us first using the methods outlined above. Once we have received a complaint, we will try to work with you to resolve the matter.
- For further information on privacy, you may wish to visit the website of the Office of the Australian Information Commissioner (OAIC): <https://www.oaic.gov.au/>.

## RELATED DOCUMENTS

The following documents are informed and guided by the Confidentiality and Privacy Policy:

- GOV Procedure – Confidentiality and Privacy
- ICT Procedure – Information Management
- Form - Declaration of Confidentiality and Privacy.

## DOCUMENT CONTROL

Reference:	GOV	Version:	1.0
Reviewed by:	Policy Subcommittee	Approved:	23/02/23
Approved by:	VoCNT Board	Review date:	23/02/25
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