

PRIVACY POLICY

This Privacy Policy describes the personal information handling practices of Big Brothers Big Sisters Australia (BBBSA).

BBBSA is committed to protecting the privacy and confidentiality of the personal information that we hold. We recognise that some personal information we hold is of a very sensitive nature. This Policy, which may be changed from time to time, sets out our personal information management practices.

This Policy refers to collection of ‘personal information’ which is information, or an opinion, which identifies an individual or from which the individual’s identity may reasonably be ascertained. It can be in any medium including electronic or paper records. An individual’s name and address are examples of personal information.

Compliance with privacy principles

BBBSA observes the National Privacy Principles under the Privacy Act 1988 (Cth) and the Health Privacy Principles under applicable Health Records legislation.

BBBSA complies with these and applicable Privacy Laws or codes of practice to protect the privacy of your personal information.

Collection of personal information

BBBSA collects personal information from participants and potential participants, including young people and their families, volunteers, supporters and donors.

BBBSA only collects personal information necessary for its functions and activities. The personal information we collect depends on the purpose for which an individual has contact with us. For example, individuals wishing to become volunteer mentors undergo an extensive selection process where we collect personal information about them such as details about their background, lifestyle, health, interests and motivation.

We also collect personal information about young people and their families who have been referred to us or wish to participate in BBBSA programs. In that case we collect such information as the young person’s health, interests, the relationship between family members and other information about domestic arrangements.

The purpose for collecting personal information about volunteers and families is to:

- Assess suitability
- Establish matches
- Promote health and safety
- Promote the best interests of the young person
- Protect the longevity of matches.

Generally, we try to collect personal information directly from individuals; however, there are certain situations where we may collect personal information about individuals from someone else. Such circumstances may include where we seek references about a potential volunteer mentor, or where a service provider refers a young person to us. In either case, we take reasonable steps to make the individual aware of the purpose for which the information is collected.

Where we collect sensitive information, such as health, psychological profile, criminal record or sexual preference, we do so with the individual's consent (or in the case of young people, with the consent of their parent/guardian or authorised representative as appropriate) or otherwise in accordance with the law.

If you choose not to disclose personal information that is requested by us, then we may choose not to accept you into our program or to remove you from our program.

Use and disclosure of personal information

BBBSA will generally use and disclose personal information in accordance with the purpose for which the information was collected, or where the individual (or in the case of young people, where their parent / guardian or authorised representative as appropriate) has consented to the use or disclosure.

BBBSA may use and disclose personal information for purposes including: to send an individual further information about our programs, to assess a candidate's suitability to become a volunteer mentor, to match a volunteer with a young person, to monitor the friendship between the volunteer mentor and young person and to process donations.

As part of our selection process, we may disclose personal information about potential volunteer mentors to law enforcement agencies, referees, psychologists and medical practitioners.

We may also provide personal information about individuals to our service providers or others who assist us in providing our services. For example, legal or professional advisers, insurers or mail service providers.

BBBSA may otherwise use or disclose individuals' personal information where required or authorised by law, which may include emergency situations and assisting law enforcement agencies or where there is a duty to disclose information, for example, where there is concern for the health and safety of participants.

Security of personal information

BBBSA takes reasonable steps to protect all the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. This protection applies to information stored both electronically and in hard copy form.

We will also take reasonable steps to destroy or de-identify personal information if it is no longer required for legal or operational reasons.

Accessing and updating your personal information

If an individual wishes to request access to, or correct any personal information held about them, they may contact BBBSA. They must provide as much detail as possible about the information they seek so it can be correctly retrieved. In certain circumstances, BBBSA may not be required by law to allow access to, or correction of, personal information. If that is the case, reasons for that decision must be provided.

BBBSA must take reasonable steps to make sure personal information collected, used and disclosed is accurate, complete and up-to-date.

BBBSA may set reasonable charges for providing access to personal information (those charges will not

apply to lodging a request for access).

Contact details

If an individual has any questions or comments about privacy, or wish to make a complaint about the way in which BBBSA has handled personal information, they should contact either their BBBSA contact person or head office at support@bbbsau.org