Governance

Privacy Policy

1. Purpose and Scope

1.1. The aim of this policy is to ensure that Uniting WA is compliant with the legislative requirements of the Privacy Act 1988 (Cth) and all associated amendments.

1.2. This policy forms part of the organisation's information and security management practices, the responsibility of which falls under the jurisdiction of the Uniting WA Board.

1.3. This policy applies to all Uniting WA workers, and any other person who has access to Uniting WA's systems and information.

2. Glossary

Term	Definition
Eligible Data Breach	An eligible data breach arises when: • There is a loss of, unauthorised access to, or unauthorised disclosure of personal information that Uniting WA holds • The breach is likely to result in serious harm to one or more individuals; and • Uniting WA has not been able to prevent the likely risk of serious harm with remedial action. Eligible data breaches are reportable to the Office of the Australian Information Commissioner (OAIC) under the Notifiable Data Breach scheme.
Health Information	Health Information, also considered to be sensitive in nature, may include: • Information or an opinion about the health of an individual (including an illness, disability or injury); or an individual's expressed wishes about the future provision of health services; or information regarding a health service provided, or to be provided, to an individual

	• Other personal information collected to provide, or in providing, a health service to an individual • Other personal information collected in connection with the donation, or intended donation, by an individual of his or her body parts, organs or body substances • Genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual. Examples may include information about an individual's physical / mental health, notes of an individual's symptoms and treatment given, specialist reports and test results, prescriptions, information about individual's suitability for a job if it reveals health information.
Personal Information	Information, or an opinion, about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in material form or not. Information collected may include a person's name, date of birth, residential addresses, email addresses, telephone numbers, bank account details, employment details, driver's license number, tax file number, health information and other identifiers.
Sensitive Information	Sensitive Information is defined as a subset of 'personal information'. Information deemed sensitive in nature may include a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation, criminal record, health, genetic or biometric information and/or biometric templates.
Service User/s	Any individual to whom Uniting WA provides/provided a service. Service Users may also be referred to as 'care leavers', 'clients', 'participants', 'young persons' or 'residents'.
Worker/s	All employees, volunteers, contractors, sub-contractors, self-employed persons, outworkers, interns, trainees, work experience students and employees of a labour hire company placed with Uniting WA.

3. Principles

3.1. Uniting WA is committed to promoting a culture that respects the privacy rights of all individuals who engage with the organisation.

3.2. Uniting WA is committed to ensuring that all personal information, particularly sensitive information (including health information) acquired by the organisation is collected, maintained, used, stored and disposed of, in accordance with the standards outlined by the Privacy Act 1988.

3.3. Uniting WA adopts and upholds all 13 of the Australian Privacy Principles through the implementation of this policy, the ORG Information Storage and Disposal Policy, ORG Information Security Management Policy, ORG Third-party Requests for Service User Information Policy, ORG Service User Requests for Personal Records Policy and the Website Terms of Use.

4. Policy

4.1. Open and Transparent Management of Personal Information

4.1.1. Uniting WA will ensure that:

- Service users are provided with information about their rights regarding privacy, and
- All workers, including members of the Uniting WA Board, understand what is required in meeting these obligations.

4.1.2. Uniting WA clearly expresses its policy on the management of personal information by publishing the most up-to-date versions of this GOV Privacy Policy, the Privacy Brochure and the Privacy Brochure – Easy Read English, on the organisation's website.

4.1.3. On request, Uniting WA will take reasonable steps to let a person know what type of personal information it holds, for what purposes, and how it collects, holds, uses and discloses that information.

4.2. Anonymity and Pseudonymity

4.2.1. Uniting WA will endeavour to provide individuals the option of disclosing information anonymously, or by pseudonym, where it is practical and lawful to do so.

4.2.2. Providing an option for anonymity or pseudonymity may impose certain limitations. For example, Uniting WA will accept anonymous donations, but will therefore be unable to issue a tax-deductible receipt to the donor.

4.3. Collection of Solicited Personal Information

4.3.1. Collection of personal information by Uniting WA will be fair, lawful and non-intrusive.

4.3.2. A person asked to disclose personal information, or from whom personal information is gathered verbally, will be notified of the following:

- The organisation's name
- The purpose of collection

- How the person can access their personal information
- To whom this information will be disclosed, and
- What happens if the person does not give the information.

4.3.3. Informed consent is required from the individual, prior to the collection and use of personal and sensitive information.

4.3.4. Service users under the age of 15 and / or who do not have the capacity to consent require consent from someone who can legally act on the individual's behalf (e.g., parent, guardian or other person recognised by relevant laws).

4.3.5. Uniting WA will not collect personal information unless the information is necessary for one or more of its functions or activities.

4.4. **Dealing with Unsolicited Personal Information**

4.4.1. Uniting WA will occasionally receive unsolicited personal information from individuals and organisations.

4.4.2. Uniting WA will, if it is lawful and reasonable to do so, destroy any unsolicited personal information or ensure that the information is de-identified.

4.5. **Notification of the Collection of Personal Information**

4.5.1. Uniting WA will advise individuals and groups of the reasons for the collection of personal information at the time it is requested unless it can be justified as being reasonable not to.

4.6. **Use and Disclosure of Personal Information**

4.6.1. Uniting WA will only use or disclose personal information for the primary purpose for which it was collected. Exceptions to this are as follows:

- The information is disclosed for another purpose which is directly related to the purpose for which consent was given
- Consent has been given to use the information for another purpose
- Uniting WA is required or authorised by law to disclose the information for another purpose or
- The disclosure of the information is reasonably necessary for the enforcement of the law.

4.6.2. If Uniting WA uses or discloses personal information for one or more enforcement related activities conducted by, or on behalf of an enforcement body, a written note of the use or disclosure will be made.

4.7. **Direct Marketing**

4.7.1. Uniting WA will only use personal information for direct marketing purposes where it is reasonable to expect that the individual would anticipate such use.

4.7.2. Uniting WA will provide a simple way for individuals to opt-out of receiving direct marketing communications from the organisation.

4.7.3. Uniting WA will comply with requests from individuals not to receive future direct marketing communications.

4.8. **Cross-border Disclosure of Personal Information**

4.8.1. Uniting WA will only transfer personal information to a recipient or contracted service provider for disclosure or use in a foreign country in circumstances where the information will have appropriate protection and/or enforceable contractual arrangements are in place.

4.9. **Adoption, Use or Disclosure of Government-related Identifiers**

4.9.1. When implementing its own identification system Uniting WA will not adopt, use or disclose an identifier (number, letters, code) which has been assigned to a person by a Commonwealth government agency.

4.9.2. Exceptions include where such a use or disclosure is necessary to fulfil an obligation to a government agency.

4.10. **Quality of Personal Information**

4.10.1. Uniting WA will take reasonable steps to ensure that the personal information collected, used or disclosed by the organisation is accurate, complete and up to date.

4.11. **Security of Personal Information**

4.11.1. Uniting WA will take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure.

4.11.2. All Uniting WA data and personal information will be classified and secured according to its level of sensitivity and classification type.

4.11.3. All workers will ensure that electronic data is kept within secure network storage and undertake to only access that data which is necessary to perform their role.

4.11.4. Personal information will be appropriately destroyed or de-identified once it is no longer needed for any purpose for which it may be used or

disclosed under the Australian Privacy Principles, unless there is a requirement not to.

4.11.5. Uniting WA will apply, regularly review, and continually improve the use of technical safeguards and organisational controls used to support security of personal information:

- Technical safeguards may include data encryption, access controls, intrusion detection / prevention systems, system and software maintenance, data backup and disaster recovery mechanisms.
- Organisational controls may include policies and procedures, worker training and awareness, defined roles and responsibilities for data protection and incident response, and risk assessments and audits.

4.12. **Access to Personal Information**

4.12.1. Uniting WA will, where it is legally, ethically and practically possible to do so, provide access (in the manner requested) to the personal information held by the organisation about an individual. Where applicable, requests will be acknowledged in writing and fulfilled in the most appropriate form, within 30 working days.

4.12.2. As detailed in the ORG Third-party Requests for Service User Information Policy and the ORG Service User Requests for Personal Records Policy, Uniting WA may deny access to a service user's information or refuse to provide access in the manner requested. In such situations the requestor will been given either:

- The opportunity to review the information using an alternative manner of access; or
- A reason for the denial of access.

4.12.3. If Uniting WA charges for providing access to personal information, those charges:

- Will reflect only the costs involved in collection of the data; and
- Will not apply to lodging a request for access.

4.13. **Correction of Personal Information**

4.13.1. Uniting WA will review and take reasonable steps to address any request from an individual to correct the personal information held about them within 30 days of receiving the request. This process may involve amending or adding to existing records.

4.13.2. If Uniting WA declines an individual's request to update the personal information held about them, a written explanation will be provided outlining the reasons for the refusal. The response will also include details on how the individual can lodge a complaint.

5. Privacy Officer

5.1. Uniting WA's appointed Privacy Officer (Senior Manager Risk, Compliance and Safeguarding) is responsible for:

5.1.1. Ensuring that all workers are familiar with this policy and administrative procedures for handling personal information.

5.1.2. Ensuring that service users and other relevant individuals are provided with information about their rights regarding privacy.

5.1.3. Handling any queries or complaints about privacy issues.

5.1.4. Ensuring compliance with this policy for every operation or function of Uniting WA where personal information is collected.

5.1.5. Providing information about this policy, upon request.

5.1.6. Receiving and managing privacy complaints and / or concerns.

6. Privacy Breaches

6.1. The Privacy Officer should be notified of any actual or suspected privacy breaches.

6.2. Should a suspected privacy breach be identified, Uniting WA will, in accordance with the ORG Data Breach Response Plan:

6.2.1. Act promptly and responsibly to minimise potential harm, and

6.2.2. Notify affected individuals and the Office of the Australian Information Commissioner of data breaches that constitute 'eligible data breaches' under the Notifiable Data Breaches scheme.

7. Complaints and Enquiries

7.1. If an individual wishes to make a complaint or enquiry about privacy at Uniting WA, or report a known or suspected data breach, they are to contact the Privacy Officer by:

Post, addressed to: Privacy Officer
Uniting WA
GPO Box B74 PERTH WA 6838

Phone: 1300 663 298

Email: privacyofficer@unitingwa.org.au

7.2. All privacy complaints will be dealt with promptly and confidentially.

7.3. If Uniting WA has not responded to a complaint within 30 days, or a complaint is not resolved to the individual's satisfaction, they may refer their complaint to the Office of the Australian Information Commissioner (OAIC).

OAIC Contact Information	
Post:	Director of Complaints Office of the Australian Information Commissioner GPO Box 5288, SYDNEY NSW 2001
Phone:	1300 363 992
Online Forms:	OAIC Enquiry Form OAIC Privacy Complaint Form

8. Variations

8.1. Uniting WA reserves the right to vary or change this policy from time to time.

9. Related Documents

External

9.1. Australian Privacy Principles

9.2. Equal Opportunity Act 1984 (WA)

9.3. Guardianship and Administration Act 1990 (WA)

9.4. OAIC Guide to Health Privacy

9.5. Privacy Act 1988 (Cth)

Uniting WA

9.6. ORG Acceptable Use of ICT and Information Service's Resources Policy

9.7. ORG Access to Worker Records Policy

9.8. ORG Bring Your Own Device (BYOD) Policy

9.9. ORG Data Breach Response Plan

9.10. ORG Information Management Policy

9.11. ORG Information Security Management Policy

9.12. ORG Information Storage and Disposal Policy

9.13. ORG Service User Requests for Personal Records Policy

9.14. ORG Third-party Requests for Service User Information Policy

9.15. Privacy Brochure

9.16. Privacy Brochure – Easy Read

9.17. Website Terms of Use

10. Authorisation

Approver's Signature

1 September 2025

Date

Approver	Board Chairperson
Responsible Officer/s	Finance, Property and Audit Committee (FPAC)
Document Owner	Chief Executive Officer
Specialist Advisor/s	Privacy Officer, Senior Manager ICT, Chief Governance Officer
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11. Version Control

Version No.	Review Date	Reviewers	Comments
0	24/11/2020	Policy Officer, Practice Lead Risk and Compliance, FPAC	Re-branded. NDIS review. Review against Moores / Our Community template.
1	28/02/2022	Policy Officer, Practice Lead Risk and Compliance, Chief Administrative Officer, FPAC	Changes to align with renewed RFI document structure. Minor templating changes. Position title Changes.
2	28/02/2023	Policy Officer, Chief Administrative Officer, FPAC	Minor templating amendments. Position title changes. Amendments made to ensure compliance with APP 7 - Direct Marketing (opt-out); revision to Privacy Officer role to align with current practice for the CAO to manage RFIs.
3	07/03/2024	Governance and Compliance Officer; Chief Governance Officer; FPAC	Minor formatting amendments. Position Title Changes. Glossary / Definitions alphabetised. References

			to new Privacy Brochure / Privacy Brochure – Easy Read.
4	01/09/2025	Governance and Compliance Officer; Manager Risk and Compliance; Chief Governance Officer; FPAC	Updated to reflect changes introduced by the Privacy and Other Legislation Amendment Act 2024 (Cth) (s.4.11.5.). Updated s.4.13. to focus on Uniting WA responsibility. Other general minor corrections and updates.