

Privacy Policy

1 Your rights in relation to privacy

Senior Rights Service Limited ACN 626 676 533 (**SRS**) understands the importance of protecting the privacy of an individual's personal information. This policy sets out how SRS aims to protect the privacy of your personal information, and the way SRS collects, holds, uses and discloses your personal information.

In handling your personal information:

- (a) SRS will comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) and with the 13 Australian Privacy Principles in the Privacy Act together with any contractual obligations applicable as a contracted service provider for a Commonwealth contract; and
- (b) any contractual or legislative obligations to comply with the *Privacy and Personal Information Protection Act 1998* (NSW) and *Health Records Information Privacy Act 2002* (NSW) or any other state-based privacy legislation, as a contracted service provider for a State contract. This policy statement may be updated from time to time.

2 What kinds of personal information does SRS collect?

Personal information is information or an opinion about an identified, or reasonably identifiable, individual. During the provision of its services, SRS may collect your personal information.

Generally, the kinds of personal information SRS collects are:

- contact and identification information such as your name, gender, address, telephone number, email address and date of birth;
- sensitive information such as information about your racial or ethnic origin, language spoken, health information and criminal history, which will only be collected with your consent, and if the information is reasonably necessary for SRS to provide its services to you;
- if you are a volunteer, details of your background check, the name of the organisation you work for and your job title;
- information concerning your financial demographic, for example, whether you are a low, medium or high income earner;

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- information concerning whether you are classified as an aged pensioner;
- your relationship to a SRS client;
- any health issues or other personal information related to your legal issue about which you have sought advice;
- financial information;
- where applicable, information (including sensitive personal information) concerning your eligibility to act as a director of SRS; and
- where you are applying for a position with SRS, information about your skills, qualifications and work history, as well as criminal history where relevant to SRS's assessment of whether you are able to perform the inherent requirements of the particular role.

In some circumstances SRS may also hold other personal information provided by you.

3 How does SRS collect personal information?

Generally, SRS collects your personal information directly from you, through the completion of forms, an interaction or exchange in person or by way of telephone, email, facsimile, or post. There may be occasions when SRS collects your personal information from other sources such as from:

- medical practitioners with your consent;
- SRS's client(s) where you may be on the opposing side of a legal dispute;
- your employer, where you act as a volunteer of SRS;
- an information services provider;
- a publicly maintained record or other publicly available sources of information including social media and similar websites; or
- if for recruitment purposes, an external recruitment or background screening services provider.

Generally, SRS will only collect your personal information from sources other than you if it is unreasonable or impracticable to collect your personal information from you or if you consent or it is otherwise required by law.

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4 Why does SRS need your personal information?

SRS collects, holds, uses and discloses your personal information where it is reasonably necessary for the purposes of:

- providing legal services, advocacy and educational services to older people in New South Wales;
- service monitoring, evaluation, reporting, and management of the volume of legal services provided through SRS;
- meeting reporting requirements of regulatory authorities who may provide funding to SRS, including but not limited to the Department of Health (NSW), Legal Aid (NSW), Office of Fair Trading (NSW), and the Attorney-General's Department (Cth);
- meeting the requirements of the *Legal Profession Act 2004* (NSW) and other applicable legislation, regulations and rules related to legal practice;
- notifying you, or the organisation you represent, of services provided by SRS that may be of interest to you or the organisation you represent;
- providing volunteers with information in relation to SRS's services and volunteering opportunities;
- accounting, billing and other internal administrative practices;
- assessing your application for employment with SRS or otherwise for the purpose of engaging you as a contractor or consultant; and/or
- any other legal requirements.

SRS may also use your personal information for purposes related to the above purposes and for which you would reasonably expect SRS to do so in the circumstances, or where you have consented, or the use is otherwise in accordance with law.

Where personal information is used or disclosed, SRS takes steps reasonable in the circumstances to ensure it is relevant to the purpose for which it is to be used or disclosed. You are under no obligation to provide your personal information to SRS. However, without certain information from you, SRS may not be able to provide its services to you.

5 To whom does SRS disclose your personal information?

SRS discloses your personal information for the purpose for which SRS collects it. That is, generally, SRS will only disclose your personal information for a purpose set out at paragraph 4. This may include disclosing your personal information to:

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- your family or service providers, in circumstances where you have consented to SRS doing so;
- third parties engaged to perform administrative or other business management functions;
- SRS's professional advisors, contractors and consultants, including (without limitation) IT contractors;
- regulatory authorities who may provide funding to SRS, including but not limited to the Department of Health (NSW), Legal Aid (NSW), Office of Fair Trading (NSW), and the Attorney-General's Department (Cth);
- insurance providers;
- regulatory bodies; and
- departments and organisations responsible for administering and regulating background checks.

SRS's disclosures of your personal information to third parties are on a confidential basis or otherwise in accordance with law. SRS may also disclose your personal information with your consent, or if disclosure is required or authorised by law.

6 Overseas disclosure

SRS does not currently disclose personal information to recipients located overseas or have any plans to do so. If SRS is likely to disclose personal information to recipients located overseas, SRS will update this privacy policy regarding likely disclosures (including, if it is practicable to do so, the countries in which such overseas recipients are likely to be located).

7 Direct marketing

SRS may use and disclose your personal information in order to inform you of services that may be of interest to you and/or upcoming events, with your consent or otherwise permitted by law. If you do not wish to receive such communications, you can opt-out by contacting SRS via the contact details set out in paragraph 10 or through any opt-out mechanism contained in a marketing communication or newsletter that you have been provided with.

8 Security of your personal information

SRS takes steps reasonable in the circumstances to ensure that the personal information it holds is protected from misuse, interference and loss, and from

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unauthorised access, modification or disclosure. SRS holds personal information in both hard copy and electronic forms in secure databases on secure premises.

SRS will destroy or de-identify personal information in circumstances where it is no longer required, unless SRS is otherwise required or authorised by law to retain the information.

9 Can you access and correct the personal information that SRS holds about you?

SRS takes steps reasonable in the circumstances to ensure personal information it holds is accurate, up-to-date, complete, relevant and not misleading. You may access and seek correction of your personal information that is collected and held by SRS. If at any time you would like to access or correct the personal information that SRS holds about you, or you would like more information on SRS's approach to privacy, please contact SRS's Privacy Officer on the details set out in paragraph 10 below. SRS will grant access to the extent required or authorised by the Privacy Act or other law and take steps reasonable in the circumstances to correct personal information where necessary and appropriate.

To obtain access to your personal information:

- you will need to provide proof of identity to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected;
- SRS requests that you be reasonably specific about the information you require; and
- SRS may charge you a reasonable administration fee, which reflects the cost to SRS, for providing access in accordance with your request.

If SRS refuses your request to access or correct your personal information, SRS will provide you with written reasons for the refusal and details of complaint mechanisms. SRS will also take steps reasonable in the circumstance to provide you with access in a manner that meets your needs and the needs of SRS.

SRS will endeavour to respond to your request to access or correct your personal information within 30 days from your request.

10 How to contact us

For further information or enquiries regarding your personal information, or if you would like to opt-out of receiving any promotional or marketing communications, please contact SRS's Privacy Officer.

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11 Privacy complaints

Please direct all privacy complaints to SRS's Privacy Officer. At all times, privacy complaints:

- will be treated seriously;
- will be dealt with promptly;
- will be dealt with in a confidential manner; and
- will not affect any existing arrangements between you and SRS.

SRS's Privacy Officer will commence an investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation.

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