



IMMIGRANT WOMEN'S SUPPORT SERVICE PRIVACY POLICY

This Privacy Policy outlines how Migrant Women's Emergency Support Service Inc, operating as the Immigrant Women's Support Service ('IWSS'), handles your personal information. IWSS collects the personal information of its clients and its current and prospective volunteers, contractors, members of the management committee and employees.

We understand that privacy and confidentiality are key to the services that we provide and to maintaining professional relationships.

1. What information do we collect about you?

Clients

If you contact IWSS for information or services, we may collect the following personal information, or documents or records containing personal information, from you:

- name, date of birth, age, sex, address;
- current contact details and contact details of family or guardian;
- bank details where emergency financial relief is being provided to that account;
- financial information where a referral involves assessment of income criteria;
- medical history or records;
- personal care issues;
- service records, progress notes, personal plans;
- assessment and reports;
- guardianship orders.

Volunteers, contractors, members of the management committee, employees and prospective employees

1.2 IWSS may collect the following personal information, or documents or records containing personal information from volunteers, contractors, members of the management committee, employees and prospective employees:

- name, date of birth, age, sex, address;
- qualifications, awards and/or professional experience information;
- results of Blue Card applications;
- police check information;
- current contact details and contact details of family or guardian;
- bank or other payment details (except for members of the management committee).

Website

1.3 When you use IWSS' website, our Internet Service Providers record anonymous information for statistical purposes only, including:

- the type of browser, computer platform and screen resolution you are using;
- your traffic patterns through our site such as:
 - the date and time of your visit to the site
 - the pages you accessed and documents downloaded
 - the previous page you visited prior to accessing our site
 - the Internet address of the server accessing our site

1.4 No attempt is or will be made to identify you or to use or disclose your personal information except where required under a law, for example, a law enforcement agency may exercise a warrant to inspect our service providers' logs.

2. Staying anonymous or using a pseudonym

2.1 If you use, or intend to use IWSS' services, you may use a pseudonym or remain anonymous when seeking information and/or support from IWSS, however, please be aware that this may limit how or whether IWSS can refer you to other services.

2.2 Volunteers, contractors, members of the management committee, employees and prospective employees may not use a pseudonym or remain anonymous.

3. How do we collect your personal information?

3.1 IWSS may collect information that you provide orally or in writing, whether directly or where contained in a record or document which you provide to us.

3.2 For example, IWSS may collect your information:

- when you discuss your situation with a caseworker over the phone or face-to-face; and/or
- when you provide written information or documents to a caseworker by email, in hard copy, or by any other means.

3.3 IWSS will collect your personal information directly from you unless it is unreasonable or impracticable to do so. We will seek your permission before collecting information about you from any third party, for example, other service providers.

4. Why do we need your personal information?

4.1 IWSS will only collect personal information where it is reasonably necessary for, or directly related to, one or more of our functions or activities.

4.2 If you use or intend to use IWSS' services, IWSS will collect information about you in order to plan and provide you with information and services which are relevant and appropriate to you and your situation. This includes discussing your situation in caseworker supervision, case coordination and/or consultation with senior staff or other caseworkers.

4.3 IWSS will collect personal information about volunteers, contractors, members of the management committee, employees and prospective employees in order to maintain records of all persons providing services to or on behalf of IWSS and to recruit new persons as necessary.

4.4 IWSS may use non-identifying information about you and the services it provides in order to prepare reports for the funding body, to demonstrate performance and to forecast and plan for future servicing.

5. To whom do we disclose personal information?

5.1 In order to provide you with timely and relevant information and services, a caseworker or other IWSS representative may be required to disclose your information to other persons working for or within IWSS. We will always limit the sharing of information within IWSS to that which is necessary to provide you with our services.

5.2 In most cases, your information will only be disclosed to a person outside of IWSS with your prior written consent.

5.3 Sometimes we may be required by the law to disclose your personal information, for example:

- to report harm or risk of harm to children to Child Safety or the police;
- we receive a subpoena from court ordering us to disclose information; or
- to lessen or prevent a serious risk to the life, health or safety of any individual or to public health or safety if it is unreasonable or impractical to obtain your consent.

5.4 If we are required to disclose your information, we will ordinarily attempt to speak with you before disclosing the information, and we will support you in making the report (if appropriate). However, in some cases, it will not be possible or appropriate to speak to you prior to complying with the requirement to disclose information

(e.g. where there is concern about the safety of children), and we will provide the information in accordance with our obligations.

5.5 In order to fulfil our obligations to funding bodies (including the Australian Institute of Health and Welfare) we are required to report certain information about our clients, e.g. details of your Housing; Immigration status; Gender; Income; Relationship status; and Length of support provided to you by IWSS. This information is not provided in a form which would directly identify you, but it is possible that you could be identified if you are one of a small group of people in a certain category reported.

5.6 The Australian Institute of Health and Welfare cannot pass on any information that can be used to identify you to the police, Centrelink or any other government department, organisation or person.

5.7 IWSS does not usually disclose any information to any third parties outside of Australia.

6. How do we store your personal information?

6.1 IWSS will record and store your personal information in accordance with our internal policies and procedures as in effect from time to time.

6.2 All electronic information held by IWSS is stored on local servers which are hosted within Australia. IWSS does not utilise any third-party storage providers to store personal information.

6.3 All hardcopy and electronic files which contain personal information will be kept secure.

6.4 IWSS takes the security of your personal information and risk management seriously. We have measures in place to manage those risks including audits, monitoring of internal staff access to personal information and a data breach response and notification plan.

7. Access or correct your personal information

7.1 We seek to ensure that all personal information collected and stored in our files and databases is correct and accurate. We may ask you to correct or reconfirm personal information that we hold about you on a regular basis.

7.2 You may at any time request access to, or correction of, the personal information we hold about you by contacting the Director on 3846 3490 or at mail@iwss.org.au

7.3 A request for access to, or correction of, information we hold about you should include:

- your name and contact details;
- a description of the personal information you are requesting access or correct;
- if applicable, your preferred means of access to the personal information (e.g. receiving a copy by email or post); and
- if the request is being made by an agent on your behalf, evidence of your consent, the agent's authorisation and the agent's identity).

7.4 The timeframe for actioning an access or correction request is 30 days from the date the request is received. Any access or correction request that is refused will be notified to you in writing.

7.5 There is no fee associated with a request for access or correction.

8. Making a complaint

8.1 For any privacy issues or concerns, including a complaint that we have breached the Australian Privacy Principles, you can contact the IWSS Director on 3846 3490 or at mail@iwss.org.au.

8.2 We may request that you make your complaint in writing. We will respond to your complaint within a reasonable period (usually 30 days). An unresolved complaint may be made to the Office of the Australian Information Commissioner (visit oaic.gov.au for further information).