

Privacy Policy

For volunteers



everyone's family

Our commitment to your privacy and confidentiality

We are committed to protecting the privacy and confidentiality of our volunteers. The Smith Family supports and is bound by the Australian Privacy Principles under the *Privacy Act 1988*. This Privacy Policy contains information about how we collect and handle personal information from volunteers. It also has information on what to do if you have questions, concerns or complaints.

How do we collect and use your information?

The Smith Family collects your personal information in order to allow us to assess your suitability to be a volunteer, to communicate with you about your involvement with us as well as to conduct screening for volunteering purposes.

We may also use your information for research purposes, and to keep you up to date with our initiatives that we think may interest you.

The main way we collect personal information about you is when you give it to us, for example when you register to become a volunteer, attend an interview, or fill in relevant screening paperwork. We may collect personal information about you from a third party, for example in relation to a police or criminal history check, or a working with children check.

It is up to you how much information you would like to provide to The Smith Family, and you can change or access these details at any time. However, if you do not wish to provide certain information requested by us this may limit our ability to progress your application to engage with us as a volunteer.

Examples of the types of personal information we collect are:

- Personal details, like name and date of birth
- Address, contact, and emergency contact details
- Referee names and contact details
- Screening results
- Information we are required to collect by law, such as criminal history details and working with children credentials under child protection legislation applicable in the relevant State or Territory
- Career history, education, and qualification details
- Information about any previous interactions you may have had with The Smith Family
- Volunteer feedback survey responses

Any information that is made known to The Smith Family through our screening process will remain strictly confidential.

How we keep your information?

The Smith Family takes the security and confidentiality of your information very seriously.

We have staff, tools, systems and procedures that protect the information you give us from misuse, interference and loss, and from unauthorised access, modification or disclosure.

Our staff are trained in relation to privacy, and everyone who needs to see your information has had to pass a police check first.

When do we give your information to others?

Your personal information may be disclosed outside The Smith Family for the primary purpose for which it is collected (for example to screening agencies or schools that are involved with the volunteering activity/program).

Personal information is sometimes supplied to contractors who perform tasks on our behalf (for example mailing houses that send out our newsletters). The Smith Family will not otherwise give your personal information without your consent unless one of the exceptions under the Australian Privacy Principles applies. Except as described in this Privacy Policy, personal information will not be disclosed to any third parties unless required or authorised by law.

Disclosing information overseas

In order to manage information we collect from volunteers, we may use service providers with cloud-based hosting facilities that are located outside Australia. The countries in which these facilities are likely to be located include countries within Europe and the United States. We require that our service providers keep that hosted personal information confidential and do not use it for any other purpose.

Accessing or correcting your personal information

We will always try to make sure the information we get is accurate. You can update or correct the information we have collected or let us know your preferences for how we communicate with you by calling 1300 397 730 or email privacy@thesmithfamily.com.au.

Lodging a query or complaint

If you have a query or complaint about how we manage your personal information or would like to know more, please call us on 1300 397 730 or email privacy@thesmithfamily.com.au.

If you do make a complaint, The Smith Family will acknowledge that your complaint has been received, provide you with our contact details and advise you when we can provide a response to your complaint.