

Office for Volunteers Privacy Principles

The Office for Volunteers (OFV) in its database Voldata holds information about volunteer involving organisations, and organisation with activities that directly or indirectly relate or impact on the activities of volunteers. The information is held for the purpose of making contact with the organisation, to provide information about government policies and activities in volunteer sector, and to invite input into government policy development initiatives.

The only information held relating to individuals is the contact details of office bearers within the organisation (such as the President and Secretary) or individuals performing roles that involve management or coordination of volunteers within an organisation.

1. Collection

- 1.1. The OFV only collects the personal information necessary to identify the appropriate person within the organisation for contact purpose.
- 1.2. The OFV only collects personal information by lawful and fair means and not in an unreasonably intrusive way.
- 1.3. Any personal information collected
 - 1.3.1. Only includes the individuals name, position title, address and other contact details.
 - 1.3.2. Will be verified with the individual annually
 - 1.3.3. Can be accessed by the individual at any time
 - 1.3.4. Can be corrected or removed from the database at the request of the individual or the organisation they are involved with.
 - 1.3.5. Will not be disclosed to other organisations other than for the purpose of disseminating information deemed relevant to the volunteer sector by the OFV
- 1.4. If it is reasonable and practicable to do so, the OFV will collect personal information about an individual only from that individual.
- 1.5. Reasonable steps will be taken by the OFV to verify any personal information collected about an individual from someone else.

2. Use and disclosure

- 2.1 The OFV will not use or disclose personal information about an individual for a purpose (the *secondary purpose*) other than the primary purpose of collection unless:
 - 2.1.1 Both of the following apply
 - the secondary purpose is related to the primary purpose
 - the individual would reasonably expect the OFV to use or disclose the information for the secondary purpose
 - 2.1.2 The individual has consented to the use or disclosure; or
 - 2.1.3 If the information is not sensitive information and the use of the information is for the secondary purpose of communication and:
 - It is impracticable for the OFV to seek the individual's consent before that particular use; and

- the OFV will not charge the individual for giving effect to a request by the individual to the organisation not to receive written communications; and
 - the individual has not made a request to the OFV not to receive written communications; and
 - in each written communication with the individual, the OFV will draw to the individual's attention, or prominently displays a notice, that he or she may express a wish not to receive any further communications; and
 - each written communication by the OFV with the individual (up to and including the communication that involves the use) sets out the OFV's business address and telephone number and, if the communication with the individual is made by fax, telex or other electronic means, a number or address at which the OFV can be directly contacted electronically;
- 2.1.4 the OFV has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities; or the use or disclosure is required or authorised by or under law; or
- 2.1.5 the OFV reasonably believes that the use or disclosure is reasonably necessary for one or more of the following by or on behalf of an enforcement body:
- the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law;
 - the enforcement of laws relating to the confiscation of the proceeds of crime;
 - the protection of the public revenue;
 - the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct;
 - the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.
- 2.2 If the OFV uses or discloses personal information under paragraph 2.1.5, it must make a written note of the use or disclosure.

3. Data quality

- 3.1. The OFV will take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

4. Data security

- 4.1. The OFV will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- 4.2. The OFV will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed under National Privacy Principle 2.

5. Openness

- 5.1. The OFV has set out in this document clearly expressed policies on its management of personal information. The OFV will make the document available to anyone who asks for it.
- 5.2. On request by a person, OFV will let the person know the personal information it holds, for what purposes, and how it collects, holds, uses and discloses that information.

6. Access and correction

- 6.1. If the OFV holds personal information about an individual, it must provide the individual with access to the information on request by the individual.

6.2. If the OFV holds personal information about an individual and the individual is able to establish that the information is not accurate, complete and up-to-date, the organisation must take reasonable steps to correct the information so that it is accurate, complete and up-to-date.

7 Identifiers

7.1 The OFV will not adopt as its own identifier of an individual (*identifier* includes a number assigned by an organisation to an individual to identify uniquely the individual for the purposes of the organisation's operations. However, an individual's name or ABN as defined in the *A New Tax System (Australian Business Number) Act 1999*) is not an *identifier*.)

8 Anonymity

8.1 Wherever it is lawful and practicable, individuals must have the option of not identifying themselves when entering transactions with an organisation.

9 Transborder data flows

9.1 The OFV will not transfer personal information about an individual to someone (other than the organisation or the individual) who is in a foreign country

10 Sensitive information

10.1 The OFV will not collect sensitive information about an individual unless:

- the individual has consented; or
- if the information collected concerns the activities of a non-profit organisation and the information relates solely to the members of the organisation or to individuals who will have regular contact with the OFV in connection with its activities;
non-profit organisation means a non-profit organisation that has only racial, ethnic, political, religious, philosophical, professional, trade, or trade union aims.