

Volunteering Australia - Privacy Policy

Volunteering Australia (VA) ("us", "we", "our") recognises the importance of protecting the privacy of our users, clients and external stakeholders. While we are not an APP entity for the purposes of the *Privacy Act 1988* (Cth) (Privacy Act), we nonetheless comply with the Australian Privacy Principles (APPs) in respect of your personal information.

This Privacy Policy sets out how we collect, use, store and disclose personal information and it applies to all platforms and tools operated by us, including the Volunteering Gateway.

Terms of Use

This Privacy Policy should be read in conjunction with the Terms of Use for the Volunteering Australia website and the Volunteering Gateway. By using our website and the Volunteering Gateway, you agree to comply with and be bound by these Terms of Use. For more information, please refer to the Volunteering Australia [Terms of Use](#) and the Volunteering Gateway [Terms of Use](#).

What is personal information?

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in material form or not. This may include information about you such as your name and contact information.

Sensitive information is a subset of personal information. It includes information such as your racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, sexual orientation or practices, criminal record, and health information.

Information VA Collects

In performing our functions and conducting our business, we may collect and hold different types of personal information. Information we collect can include (but is not limited to):

- Identifying information about you such as your name, username, email address, location (State or Territory), organisation (including specific information collected through the Volunteering Gateway).
- Unidentified details of your visits to our website and the resources that you access, including but not limited to traffic data, IP address, and other communication data.
- Information provided by filling in forms on our website, such as when you sign up for our e-news subscription or register for the Volunteering Gateway.

- Information provided to us when you communicate with us for any reason, such as information received through the Volunteering Australia Shop or Volunteering Gateway.

We also collect and hold personal information relating to our employees and volunteers, and prospective employees and volunteers. This may include:

- Identifying information about employees, volunteers, referees and emergency contacts
- Contact information such as telephone numbers, email and postal addresses
- Information included in resumes, including employment and education history
- Employment contracts and other records relating to terms and conditions of employment
- Details of financial institutions, banking information and superannuation
- Records relating to salary, benefits and leave
- Taxation information
- Medical certificates or health related information relating to employment
- Information about training, development and performance.

Why we Collect, Hold, Use or Disclose Personal Information

We only collect, use, hold or disclose personal information (including sensitive personal information) for purposes reasonably necessary for our functions and activities. This includes:

- To provide policy leadership and advocacy for volunteers.
- To coordinate national strategy, infrastructure and standards for volunteers.
- To carry out and lead national research and data excellence.
- To send you our e-newsletter, educational and promotional materials, and updates about our services and programs if you subscribe to or request this information (you may opt out of receiving these communications at any time).
- To communicate with you, including responding to your inquiries, providing support, and assisting with courses, education, training and programs.
- To utilise service providers to enable you to use certain technologies within our platforms.

- To notify you about any changes to our website, such as improvements or service/product changes that may affect your access and our work.
- To issue you with goods that are purchased when using Volunteering Australia Shop.

We also collect, use, hold or disclose personal information (including sensitive personal information) relating to our employees and volunteers to enable us to properly manage our business affairs and for corporate purposes.

We do not share personal information with other organisations or individuals outside of VA except in the following limited circumstances:

- when we have your consent to do so.
- when the access, use, or disclosure of personal information is reasonably necessary to;
 - satisfy any applicable law, regulation, legal process, or enforceable governmental request;
 - enforce applicable Terms of Service, including the investigation of potential violations thereof;
 - detect, prevent, or otherwise address fraud, security, or technical issues; or
 - protect against harm to the rights, property, or safety of VA, its users, or the public as required or permitted by law.
- to third party service providers, including but not limited to, Humantix, Woo Commerce, MailChimp, Intuit and PayPal who assist in the operation of our website and providing support services including payment processing, email subscriptions, event management and operations, and customer support.
- In connection with a merger, acquisition, or sale of assets where your personal information may be transferred as part of the transaction.

Storing your personal information

We take reasonable steps to protect your personal information against misuse, interference, loss, unauthorised access, modification or disclosure. These measures include:

- storing information on secure servers;
- requiring privacy and data security training for staff;
- using encrypted cloud-based storage system for transactions;

- regularly updating our systems and software;
- applying role-based access controls; and
- securely destroying physical and electronic information that is no longer required.

We strive to ensure the integrity, security, and confidentiality of all personal information collected. However, the transmission of information via the internet is not completely secure, and therefore we cannot guarantee the security of data sent to us electronically, and transmission of such data is therefore entirely at your own risk. Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

All employees and contractors who handle personal information are bound by confidentiality obligations and internal privacy procedures. However, we are not liable for unauthorised access beyond its reasonable control.

We retain personal information only for as long as necessary for the purposes for which it was collected, including to provide our products and services, meet legal and regulatory obligations, resolve disputes, and enforce our rights.

Overseas Disclosure

We may disclose your personal information to overseas service providers or collaborators when necessary. Countries where data may be stored include, but are not limited to the United States, United Kingdom, New Zealand and Singapore.

Access to and Correction of Personal Information

Under the Privacy Act, you have the right to request access to or correction of the personal information that we hold about you. Should you wish to receive details that we hold about you, or request correction or deletion of your personal information, please contact us using the contact information provided below.

We will respond to your request within a reasonable timeframe and in accordance with applicable laws. If we refuse access to or correction of the personal information we hold about you, we will let you know in writing and provide reasons for our refusal.

Accessibility

If you have a disability and would like to access this policy in an alternative format, please contact us using one of the channels listed in the [Contact Us](#) section.

Complaints

How to make a privacy complaint

If you think that we have breached your privacy, you can make a complaint to us using the contact details set out below. We take all complaints seriously and are committed to a quick and fair resolution.

Contact Us

If you wish to:

- ask questions about this Privacy Policy, or how your personal information is collected, held, used or disclosed
- obtain access to or seek correction of your personal information
- make a complaint about a breach of your privacy

please contact us at hello@volunteeringaustralia.org.