



PRIVACY POLICY

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Effective date

3/6/19

Prepared by

Corporate Governance on 3rd June 2019

Authorisation

This Policy was authorised by Corporate Governance on 3rd June 2019

Policy owner

Corporate Governance

info@roa.org.au

Version history

Version Number	Date Revised	Revision Description	Approval	Date Effective

1. Policy Statement

- 1.1 Regional Opportunities Australia (ROA) will ensure this policy is freely available on the website and can be provided by other means, if required, to fulfil individual requests. If required ROA will endeavor to translate this policy into other languages. Copies of this policy can be requested by contacting ROA using the below details:

Regional Opportunities Australia
Level 1, 31 Grose Street
Parramatta NSW 2150
Australia
Email: info@roa.org.au
Phone: (02) 8660 1020

- 1.2 This policy provides ROA with clear obligations regarding the collection, storing and disclosure of personal and sensitive information relating to individuals involved with ROA activities or functions.
- 1.3 ROA has an obligation to adhere to, and maintain knowledge of, federal and state legislation regarding privacy. ROA is obligated to adhere to the Privacy Act 1988 (Cth) including the Australian Privacy Principles (APP) detailed within the Act.
- 1.4 In the course of ROA’s activities, ROA will collect personal information in relation to clients, staff, volunteers, board members and others associated with ROA.
- 1.5 This policy applies to all ROA employees, volunteers, contractors, board members and other individuals engaged with ROA in providing services.
- 1.6 It is the responsibility of each person within the application scope to comply with this policy. Further to this, all line managers are responsible for assisting and supporting their staff to adhere to this policy.

2. Collection of Personal Information

- 2.1 ROA will only collect personal information necessary to the functions or activities of the organisation.
- 2.2 For clients, personal information is collected for the primary purpose of assisting ROA in the task of providing a range of support services. These services help ROA understand an individual’s employment and business opportunities and what support they require for relocation to regional areas within Australia.
- 2.3 For staff and volunteers, ROA will collect information for the purpose of administering an individual’s contribution to the work of ROA and for insurance purposes.

- 2.4 Where personal information is required, and this information is reasonably necessary, it will be collected through lawful and fair means, involving no deception or illegal activity.
- 2.5 Personal information will only be collected from an individual to whom the information relates, unless this is unreasonable or not practically possible.
- 2.6 When collecting personal information, ROA will inform the individual of the following:
 - a) that ROA is collecting the information and provide ROA contact details
 - b) the primary purpose for the collection of the personal information
 - c) how the personal information will be used in undertaking a function or activity of ROA
 - d) if personal information is collected through a third party, the individual is aware of how this information was collected
 - e) where the collection of personal information is required or authorised by law or a court/tribunal order, the fact that it is so required or authorised (including the name of the law or details about the court/tribunal order)
 - f) any consequences if the personal information is not provided
 - g) details of any other person or entity to which ROA may disclose the personal information
 - h) that ROA Privacy Policy contains information about how the person may access and correct the information held about them
 - i) that ROA Privacy Policy contains information about how someone can make a complaint about a breach of the applicable APP's
 - j) whether or not personal information will be transferred overseas, this includes information stored in the cloud

3. Type of Personal Information Collected

Clients

- 3.1 ROA will collect clients' personal information in the course of ROA's work. Personal information includes each client's name, address, telephone number, email address, employment history, visa history, date of birth, health and welfare information and other relevant details necessary for the primary purpose.

Staff and volunteers

- 3.2 Information collected may include name, address, telephone number, email address, date of birth, next of kin, employment history, visa status, driving license, current NSW Working with Children Check clearance results, current Police Check clearance results, and relevant banking and financial details.

4. Collection of Sensitive Information

ROA will not collect sensitive information about an individual unless:

- 4.1 the individual consents to the information being collected and it is deemed necessary for the purposes of an activity or function of ROA; or
- 4.2 the information is required or authorised by or under an Australian law, or a court/tribunal order; or
- 4.3 it is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure, and ROA reasonably believe that the collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety, or;
- 4.4 ROA has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the entity's functions or activities has been, is being or may be engaged in, and ROA reasonably believes that the collection, use or disclosure is necessary for ROA to take appropriate action in relation to the matter.

5. Consent

Consent, whether express or implied, must meet the following key elements:

- 5.1 the individual must be adequately informed before giving consent
- 5.2 the individual must give consent voluntarily, and the individual must have the capacity to understand and communicate their consent.
- 5.3 consent can take a variety of forms, but a signature is always best

6. Unsolicited Information

If information is received which was not directly collected by ROA, the following actions may occur

- 6.1 If the information may have been lawfully collected, ROA may keep the information in accordance with the Privacy Laws. This includes notifying the individual concerned where reasonable.
- 6.2 If the information is not reasonably necessary for ROA functions or activities, and there is no legal requirement to retain it, the information will be destroyed or de-identified.

7. Storage of Information

- 7.1 staff are required to keep relevant documents in locked drawers or cabinets
- 7.2 access restrictions are in place on relevant documents or systems, including electronic access restrictions
- 7.3 ROA enforces a 'clean desk' policy to minimise the risk of inadvertent disclosure of personal information
- 7.4 security measures are in place to protect the use of portable storage devices, including laptops, disks and USB keys, such as using encryption
- 7.5 audit trails are recorded regarding access to documents
- 7.6 where documents in the care, control or possession of ROA contain personal information, ROA will endeavour to keep secure those documents by all means reasonably available to ROA in the circumstances.
- 7.7 employees, volunteers and others are to return any information at the end of their employment or involvement with the organisation.

8. Accuracy of Information

- 8.1 ROA will take steps to ensure information collected, used or disclosed is accurate, up to date and complete.
- 8.2 When stored information is no longer required, ROA will take reasonable steps to destroy or de-identify the information, unless the information is contained in a Commonwealth record, or there is a legal requirement to retain the information.

9. Using or Disclosing Personal Information

- 9.1 ROA will treat personal information as confidential and will only use or disclose it for the primary purpose for which it was collected or for a directly related secondary purpose
- 9.2 ROA will only use or disclose personal information for a secondary purpose (a secondary purpose is any purpose other than the primary purpose for which you collected the information) if;
 - a) consent is provided by the individual specifically to its use for another purpose
 - b) the individual to whom the personal information relates would reasonably expect that ROA would use or disclose their information for such a purpose and the secondary purpose is related to the primary purpose, that is, it must be connected or associated with the primary purpose. If the information is sensitive information, the secondary purpose must be directly related to the primary purpose, that is, it must be closely associated with the primary purpose, or

- c) an exception in Law which permits the use for secondary purpose

10. Using or Disclosing Personal Information for Direct Marketing

- 10.1 Sensitive information (including health information) can and will only be used or disclosed for direct marketing if the individual has consented to that use or disclosure.
- 10.2 Non-sensitive personal information will only be used or disclosed for direct marketing where:
 - a) ROA collected that information directly from the individual
 - b) the individual whose information is disclosed would reasonably expect ROA to use the information for direct marketing
- 10.3 ROA may also use or disclose non-sensitive personal information for the purpose of direct marketing in circumstances where the individual to whom the non-sensitive personal information relates has consented, or it is unreasonable to obtain their consent.
- 10.4 An individual can opt out of direct marketing from ROA by clicking the unsubscribe button at the bottom of email correspondence.

11. Anonymity

- 11.1 Individuals will be given the option to remain anonymous or using a pseudonym when completing evaluation forms or feedback surveys where it is reasonably practicable to do so. ROA may not be able to provide services to individuals who choose to remain anonymous in other circumstances.

12. Disclosure to Overseas Recipients

- 12.1 Excluding ROA's network service providers, personal information held by ROA will not be disclosed to overseas persons or entities.

13. Access to and Correction of Personal Information

- 13.1 When receiving a request from an individual to provide the information collected by ROA, ROA will provide the information free of charge, within a reasonable timeframe.
- 13.2 If you require access to personal information stored by ROA email info@roa.org.au. Before ROA provides you with access to the requested personal information, ROA may require proof of identity.
- 13.3 ROA may refuse a request for access in limited circumstances (for example where providing access would result in a serious threat to the safety of an individual or where the access would be unlawful).
- 13.4 In this instance ROA will provide the individual with written advice setting out the reasons for the refusal and the process for making a complaint where required.
- 13.5 Where an individual advises ROA that information held regarding them is inaccurate, out of date, irrelevant or incomplete ROA will endeavour to:
 - a) take reasonable steps to correct the information and notify third parties to which it has provided the information
 - b) if there is disagreement about the accuracy, ROA will provide the individual with written notice of why ROA has refused to correct the information and how to make a complaint where required.

14. Complaints and How to Contact ROA

- 14.1 If you have any concerns or questions regarding this policy or wish to make a complaint regarding ROA obligations to your privacy, the Privacy Officer contact details are below.

Regional Opportunities Australia
Level 1, 31 Grose Street
Parramatta NSW 2150
Australia
Email: info@roa.org.au
Phone: (02) 8660 1020

- 14.2 ROA will promptly acknowledge and investigate any complaint received and respond within a reasonable period of time.
- 14.3 If you are not satisfied with ROA's response, you may take your privacy complaint to the Office of the Australian Information Commissioner (OAIC). To make a complaint to OAIC, please visit OAIC's website <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or phone 1300 363 992.