

Privacy Collection Statement

Girl Guides Victoria recognises the importance of protecting your privacy and your rights in relation to your personal information. This document tells you how we collect and manage your personal information.

We respect your rights to privacy under the Privacy Act 1988 (Cth) and we endeavour to comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

What is your personal information?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and birthdate.

What personal information do we collect and hold?

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number;
- age or birth date;
- Associated Unit, Region and/or other Guiding relationships;
- Guiding-related titles and certifications;
- Record of completion of relevant police, working with children, first-aid and reference checks;
- details of the products and services you have purchased from us or which you have enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries;
- any additional information relating to you that you provide to us directly through our website, membership portal or online or paper forms;
- information you provide to us through our customer surveys or visits by our representatives.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our shop.

Sensitive information

Some personal information, such as information relating to racial or ethnic origin, religious beliefs or affiliations, health information (including mental health information and information about a disability), and whether or not you have a criminal record is sensitive and requires a higher level of protection under the Privacy Act. We may collect your sensitive information when we have your consent and when the collection is reasonably necessary for us to carry out one or more of our functions or activities.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. This may be when you correspond with us (by letter, fax, email or telephone), on hard copy forms, in person, or electronically via our website and other online portals.

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested products or services to you, either to the same standard or at all;
- we may not be able to provide you with information about the services we provide

For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you so that we can perform our business activities and functions and to provide the best possible quality of customer service.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide operational services to you;
- to answer enquiries and provide information or advice about our products, services and events;
- to provide you with access to protected areas of our website such as the Membership portal;
- to conduct general business processing functions including providing personal information to our related bodies, contractors, service providers or other third parties;
- to provide information, resources or training;
- to make bookings;
- for the administrative, publicising, planning, product or service development, quality control and research purposes of Girl Guides Victoria;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint or feedback made by you; and
- to comply with any law, rule, regulation required within the general operations of Girl Guides Victoria.

To whom may we disclose your information?

We may disclose your personal information to:

- our employees, contractors, certified volunteers or service providers for the purposes of operation of our business,
- any organisation for any authorised purpose with your consent.

Cross border information disclosure

- if information relates to an incident, whether it be in Australia or overseas, relevant information will be reported and shared with the relevant parties within our Australian organisation, Girl Guides Victoria and the insurer when necessary.
- we use cloud-based survey and mailing services which store personal information, such as names and email addresses, on servers located overseas.

Other correspondence

We may send you newsletter communications (such as Guiding News) and other correspondence containing information about our services. At any time you may opt-out of receiving these communications from us by contacting us, or by using opt-out facilities provided in the email.

Storage of information

We hold personal information in both hard copy and electronic formats. The steps we take to secure the personal information we hold include:

- website protection measures (such as firewalls and anti-virus software)
- access restrictions to our computer systems (such as login and password protection)
- restricted access to our office premises
- staff training and implementation of policies and procedures that cover access, storage, security and destruction of information.

How can you access and correct your personal information?

You may log in to your Membership portal at any time to update your personal information. Additionally, you may request access to personal information that Girl Guides Victoria holds, and advise of any inaccuracies, by contacting the Privacy Officer. To obtain access, you will have to provide proof of identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

There may be instances where we cannot grant you access to the personal information we hold. If that happens, we inform you of the reasons for any refusal.

Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact our Privacy Officer at:

Contact the CEO of Girl Guides Victoria at Suite 812, 401 Docklands Drive, Docklands Vic 3008, phone 03 8606 3500, or the senior manager of Girl Guides Australia, Girl Guides Australia, PO Box 6, Strawberry Hills NSW 2012.

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website. This privacy policy was last updated on **7th May 2019**.