

## WACOSS Privacy Statement

WACOSS is committed to protecting and upholding the right to privacy of staff, volunteers, students, Board members, management committee members, lived experience advisors and representatives of agencies we collaborate with.

WACOSS requires staff, volunteers, students, and Board members, management committee members to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can read or hear this information. We follow the Australian Privacy Principles as determined by the Privacy Act (1988).

WACOSS collects personal information where necessary to conduct our activities or deliver projects. We will explain the purpose at the time we collect the information or as soon as practicable afterwards.

### **Types of personal information collected**

The type of personal information we collect about you will depend on the type of dealing you have with us. For example, if you:

- Become a member of WACOSS, we may collect your name, organisation, contact details, job title, and income bracket (for the purpose of determining which membership fee is applicable to your situation).
- Subscribe to a WACOSS publication or newsletter, we may collect your name, organisations, contact details, areas of interest, and details about the information you access in our publication or newsletters.
- Attend an event or workshop, or as part of a learning or development program, we may collect your name, organisation, contact details, job title, payment details (if applicable), photograph and any dietary and accessibility requirements.
- Require reimbursement for an event or service, we may collect your contact details, and financial information such as credit card or bank account details.
- Send us an enquiry, we may collect your name, organisation, job title, contact details and survey responses.
- Apply for a grant or funding, we may collect your name, organisation, job title, contact details, and financial information pertaining to the organisation or entity you are applying for funding or grant money for.
- Make a complaint, we may collect your name, contact details, the details of your complaint, information collected in any investigation of the matter and details of the resolution of the complaint.
- Apply for a role at WACOSS, we may collect the information you include in your application, including your cover letter, resume, contact details and referee information.

- Complete a survey, we may collect your name, organisation, job title, contact details and your survey responses.
- Contribute to advocacy and policy development and research, we may collect your name, contact details, information you provide us about yourself such as your lived experience, experiences and sensitive information (see below).
- Book a meeting room or other facility at WACOSS, we may collect your name, contact details, organisation, job title, and the reason for your booking.
- Attend the office for a meeting or appointment, we may collect your name, contact details, organisation, job title, the purpose of your visit and the person you are meeting with.
- Book a service through WACOSS, we may collect your name, contact details, organisation, job title, and information pertaining to the service administered.
- Are a dignitary, councillor, or member of parliament, we may collect your name, contact details, organisation and job title to send you invitations to our events.

Personal information will not be used for any other purpose without your consent, unless WACOSS is required by law to disclose that information. Personal information is only held as long as it remains relevant for the organisation, or as determined by the Privacy Act (1988).

WACOSS complies with all relevant privacy legislation. Only authorised WACOSS personnel are provided with access to personal information.

WACOSS will take all reasonable steps to protect against the loss, misuse and/or alteration of the information under its control, including through appropriate physical and electronic security strategies.

If you believe the information we hold is inaccurate or out of date, please contact us.

### **Sensitive Information**

We may collect sensitive information when we have your consent and when the collection is reasonable and necessary to carry out one or more of our functions or activities. Sensitive information we may ask to collect includes information or opinion about an individual's racial or ethnic origin, membership of a political association, religious beliefs or affiliations, membership of a professional or trade association, sexual orientation or practices, criminal record, information related to an individual's health, and genetic information. This is sensitive information as it carries a higher level of protection under the Privacy Act.

For some of our policy and advocacy work, collecting and sharing personal experience stories assists with researching and developing our policy positions, raising awareness through publications and advocating policy change. Some of these stories may contain sensitive information, such as the nature of a person's mental illness or disability. We will seek written consent to use and share personal stories, and we will de-identify the information unless you provide permission otherwise.

## How do we collect personal information?

We collect personal information in several ways, including:

- Through our websites (for example, through our feedback form, Sector News submission)
- When you correspond with us (for example, via email, phone, or online form)
- On hard copy forms
- In person
- At events and workshops, both in-person and online
- Via online platforms (for example, when subscribing to communications, registering for events, completing surveys).

## Direct Marketing

We will send you direct marketing materials if you would reasonably expect to receive them or have consented.

You can opt out of receiving marketing communications from us by:

- Using the unsubscribe facility that we include in some of our email communications to opt out of receiving those messages.
- Contact us by email via [info@wacoss.org.au](mailto:info@wacoss.org.au), or by phone 08 6381 5300, or by sending a letter to WACOSS, Whadjuk Boodja, Level 2, 3 Loftus Street, Boorloo (West Leederville), 6007 Western Australia.
- Sending us a message via the contact us form on our website.

## Privacy concerns

If you wish to make an enquiry or complaint about your personal information held by WACOSS please email [info@wacoss.org.au](mailto:info@wacoss.org.au)

Every effort will be made to resolve the issue quickly and effectively.