



St John Ambulance Australia (NSW)

Privacy Policy

OVERVIEW AND PURPOSE

St John Ambulance Australia (NSW) is committed to protecting your privacy and providing information and services relevant to you. St John (NSW) complies with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). This policy sets out how St John Ambulance Australia (NSW) complies with its obligations under the Privacy Act 1988. St John (NSW) is bound by the Australian Privacy Principles which regulate how organisations may collect, store, use and disclose personal information, and how individuals may access and correct information held about them. This policy should be ready in conjunction with the Privacy Act and the APPs

SCOPE & APPLICATION

St John collects, holds, uses and discloses personal information for the purposes of providing its services, conducting its business and communicating with you.

Some examples of the specific purposes for which St John collects, holds, uses and discloses personal information includes the following:

- provision of our First Aid Training;
- provision of Event/First Aid services;
- fundraising campaigns;
- managing, operating and improving St John's website;
- dealing with enquiries regarding prospective employment with St John including opportunities to provide volunteer services to St John;
- dealing with enquiries regarding St John's services;
- improving St John services; and
- dealing with requests from customers for the purchase of first aid products.

POLICY

St John (NSW) only collects personal information that is necessary for the organisation to perform its functions and/or activities. Depending upon the circumstances you may provide to St John (NSW) and St John (NSW) may collect information such as, but not limited to:

- Your name;
- Your contact details;
- Your social media details (e.g. blogs, twitter, Facebook, LinkedIn);
- Your gender;
- Your date of birth;
- Your marital status;

- Your educational qualifications;
- Your inquiry or complaint details; and
- Your Bank account and/or credit card details; and
- Languages you speak

Some personal information is considered sensitive information and includes:

- Any disabilities, illnesses or injuries you may have; and/or
- Any other health information relevant to your inquiry

The Privacy Act allows the organisation to collect sensitive information which relates solely to St John (NSW) members or people who have regular contact with the organisation if the sensitive information relates to the organisation's activities. We will only collect sensitive information where we have received your consent to your personal information being collected, used, disclosed and stored by St John (NSW) in accordance with this Policy.

Where you provide information to St John (NSW) in relation to an employment or membership application the personal information you provide will only be collected, held, used and disclosed for the purposes of considering your potential employment / membership with the organisation. Where you provide the details of referees, you confirm that you have informed the referees that you are providing their contact information to St John (NSW) and they have consented to St John (NSW) contacting them and discussing the personal information you have provided in relation to the application.

We will collect personal information directly from you unless:

- You have consented to St John (NSW) collection of your personal information from a third party
- When we are legally required to do so; or
- It is unreasonable or impractical to do so.

Where we have collected personal information about you either directly or by other means as set out above, we will notify you at the time, or as soon as practicable, to ensure that you are aware of such collection and its purpose.

St John (NSW) collects, holds, uses and discloses your personal information to:

- Undertake consented National Criminal Record Checks via our recruitment process
- Inform you about campaigns;
- Inform you about your First Aid course and its expiry
- Improve our service delivery;
- Manage our relationship with you;
- Conduct surveys and research;
- Provide educational services and professional development; and
- To make payments to you by cheque or electronic funds transfer for the purposes of refunds or other payments;

Using your information for direct marketing

You consent to our use and disclosure of your personal information for the purposes of direct marketing which may include providing you with information about events, campaigns, products or services which may be of interest to you. If you do not want us to use your personal information for direct marketing purposes, you may elect not to receive direct marketing at the time of providing your personal information.

Unsubscribing and opting out

If you no longer wish to receive direct marketing or other communications, you may request at any time to cancel your consent to such communications as follows:

- If subscribing to an email newsletter you may "unsubscribe" at any time from the mailing list; or
- You may contact us at any time by mail or email directed to our Privacy Officer.

Disclosure of your personal information

St John (NSW) may disclose your personal information, in connection with or to further the purposes outlined above, to:

- Government bodies or agencies (including the Fair Work Commission, the Fair Work Ombudsman, the Australian Tax Office, an anti-discrimination body, a work/occupational health and safety regulator, Crimtrac agency, The Commission for Children and Young People);
- Organisations to whom we outsource functions (including information technology providers, print service providers, marketing agencies, mail houses);
- Insurance companies where the organisation holds a policy that covers you (e.g. Workers Compensation Insurance, Public Liability Insurance etc.)
- Law firms and solicitors or barristers where the organisation may engage these firms to act for a particular purpose;
- Web host provider;
- Auditors appointed to conduct audits in accordance with legal requirements;
- Otherwise as you have consented; and/or
- Otherwise as required by law.

If any of these organisations are located outside Australia, you expressly consent to us disclosing your personal information to those organisations.

We take reasonable steps to ensure that each organisation that we disclose your personal information to is committed to protecting your privacy and complies with the Australian Privacy Principles, or is subject to a law or scheme that is at least substantially similar to the way in which the Australian Privacy Principles protect information. By providing your personal information to St John (NSW), you consent to us transferring your personal information to such other organisations.

How St John (NSW) holds personal information

Wherever reasonably practicable St John (NSW) holds electronic personal information on data servers that are owned and controlled by the organisation. The data servers are password protected and login secured.

Wherever reasonably practicable St John (NSW) holds physical personal information in access controlled premises.

When St John (NSW) no longer requires your personal information for a specific purpose and we are not required to keep it to comply with any laws, we will take such steps as are reasonable in the circumstances to destroy your personal information or to ensure that the information is de-identified.

Access to and / or correction to personal information held by St John (NSW)

You have the right to request access to your personal information and request that it be updated or corrected. In most cases, you can gain access to the personal information that the organisation may hold. To request access to, correction of, or updating of any personal information held about you, please contact the Privacy Officer via email: privacy@stjohnnsw.com.au

General Enquiries can be made via telephone: **(02) 9745 8787**

St John (NSW) requires that you provide proof of identity in order to seek access to your personal information. The organisation may charge a reasonable fee where access is provided. The organisation may refuse to provide access if permitted to do so by law or under the APPs.

St John (NSW) will seek to provide you with access to your personal information within 30 days of receipt of a valid request and may charge you a reasonable fee for doing so. You should contact the organisation when your personal information details change.

It is important that we keep our membership details up to date. Please contact the Membership Support Team to update any personal information.

Email: privacy@stjohnnsw.com.au

Phone: **(02) 9745 8787**

St John (NSW) may also take steps to update your personal information by contacting you directly by phone, letter, email, asking for Membership Update forms to be completed from time to time.

How you may complain about a breach of the APPs

To make a complaint about an alleged breach of the APPs please email the Privacy Officer at: privacy@stjohnnsw.com.au

Please provide all details about your complaint as well as any supporting documentation to the Privacy officer.