



## **PRIVACY POLICY**

- **NFP House abide by the National Privacy Principles under the Privacy Act 1988.**

At NFP House we strive to act with the highest integrity and offer the best possible service to volunteers, volunteer involving community organisations and all who access our services. All personal information\* entrusted to us is treated with the appropriate degree of privacy.

*\* Personal information is any information that an individual's identity can be reasonably determined.*

- **NFP House collect personal information which is essential to delivering a high-quality service to all our stakeholders.**

This includes being able to make appropriate links and matches between potential volunteers and volunteer involving community organisation needs. At NFP House we also offer programs and services to community organisations, during which we collect personal information. This personal information is collected to ensure we are able to provide effective referral, advice and support to both individual volunteers and community organisations.

- **NFP House request potential service users and/or program participants to provide personal information in a number of ways.**

These include online applications or registration processes and forms, phone or face-to-face interviews, or via email or the general post. Participant details are collected and stored in accordance with this Privacy Policy. The personal information NFP House collects is always done with the individual's consent and where possible this is in writing. Personal information is not disclosed to any other person or group unless the individual has consented in writing, except where required by law. From time to time, we may update an individual's personal information. This is done by contacting the individual or when the individual contacts NFP House to update their personal information.

Please note that the NFP House website may contain links to third party websites who may collect personal information. We are not in control of, or responsible for any personal information collected by those parties and such third party's own privacy policies (if any) would apply.

- **Protection of personal information is a priority for NFP House**

At NFP House we take all reasonable precautions to safe-guard personal information from misuse, unauthorised access, modification or disclosure. When personal information is no longer required or out-of-date, it is deleted from our systems and/or securely destroyed. Hard copy records of personal information are kept in our filing systems and/or on a database. Personal information will not be released to persons or entities outside our organisation without your consent except where:

- Such disclosure is permitted under the Privacy Act 1988
- We are required by law to disclose information to third parties; or
- We have outsourced some internal functions to third party contractors, for example data warehousing, hosting servers or mail houses.

NFP House may need to make contact with an individual who has accessed one of our services or programs for the purpose of follow-up, evaluation or further business. The nature of any further contact with NFP House will always be subject to agreement from the individual or community organisation. Our Privacy Policy will be constantly reviewed and updated in accordance with any changes to law.

- **NFP House acknowledges that an individual has the right to complain about a breach of privacy by lodging their concern or complaint with us.**

If there is no satisfactory outcome of your Breach of Privacy complaint to NFP House, the individual can make a complaint to the Office of the Australian Information Commissioner:

<https://www.oaic.gov.au/privacy/privacy-complaints>





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