

Privacy Policy

Purpose

Lifeline North Coast is committed to protecting the privacy, dignity and personal information of the people who use, support, volunteer with, work for, donate to, or otherwise engage with our organisation. This policy explains how we collect, hold, use, disclose, protect and manage personal information in accordance with applicable Australian privacy laws and recognised good privacy practice for charities and not-for-profit organisations.

Scope

This policy applies to personal information handled by Lifeline North Coast in connection with its charitable activities, community programs, fundraising, events, administration, governance, employment, volunteering and stakeholder engagement. It applies to Board members, employees, volunteers, contractors, students, service providers and anyone else who handles personal information on behalf of Lifeline North Coast.

Privacy principles and legal framework

Lifeline North Coast will handle personal information in a fair, lawful, transparent and secure way. Where applicable, we will comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles, the Notifiable Data Breaches scheme and any other legal obligations that apply to our activities. As a registered charity, we also recognise the importance of good privacy governance, even where a particular privacy law may not apply to every activity.

What personal information we collect

We only collect personal information that is reasonably necessary for our functions and activities. The kinds of information we may collect include names, contact details, donation and payment records, event registrations, volunteer and employment information, training records, communications with us, feedback, complaint details, governance records and information required for legal, insurance, safety, funding or reporting purposes.

Depending on the nature of our services and activities, we may also collect sensitive information, such as health information, wellbeing-related information, emergency contact details, working with children check information, police check information, cultural or language preferences, or information about support needs. We will collect sensitive information only where permitted by law,

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with consent where required, or where collection is necessary to prevent or manage a serious threat to life, health or safety.

How we collect personal information

We may collect personal information directly from individuals through forms, emails, phone calls, online platforms, meetings, events, donations, volunteer applications, employment processes, surveys and program participation. We may also collect information from third parties where appropriate, including referees, partner organisations, government agencies, service providers, publicly available sources or authorised representatives.

Why we collect, use and disclose personal information

We may collect, use and disclose personal information to deliver and improve our services and programs; respond to enquiries, feedback and complaints; manage volunteers, employees and contractors; process donations and fundraising communications; run events and training; meet governance, reporting, funding, audit, insurance and legal obligations; manage safety, wellbeing and risk; maintain records; and communicate with supporters, partners and the community.

We will not sell personal information. We will only use or disclose personal information for the purpose for which it was collected, a related purpose an individual would reasonably expect, where consent has been provided, or where required or authorised by law.

Disclosure to third parties

We may disclose personal information to trusted third parties where necessary for our activities, including professional advisers, insurers, auditors, technology providers, payment processors, fundraising platforms, training providers, partner organisations, regulators, emergency services, government agencies or contracted service providers. We take reasonable steps to ensure third parties handle personal information securely and consistently with this policy.

Direct marketing and fundraising communications

We may use contact details to provide updates about our work, events, campaigns, fundraising activities and opportunities to support Lifeline North Coast. Individuals may opt out of these communications at any time by using the unsubscribe option provided or by contacting us directly. We will respect marketing, fundraising and communication preferences wherever practicable.

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Storage and security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. These steps may include access controls, password protection, secure systems, staff and volunteer training, confidentiality obligations, secure disposal practices, physical security, data minimisation and regular review of retention needs.

We retain personal information only for as long as it is required for the purpose for which it was collected, for related organisational purposes, or to meet legal, regulatory, insurance, accounting, reporting or governance obligations. When information is no longer required, we will take reasonable steps to securely destroy or de-identify it.

Access and correction

Individuals may request access to personal information we hold about them or ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. We will respond to requests within a reasonable time and may need to verify identity before providing access or making corrections. In some circumstances, we may refuse access or correction where permitted by law and will explain our reasons where appropriate.

Anonymity and pseudonymity

Where lawful and practicable, individuals may deal with us anonymously or using a pseudonym. In some situations, however, we may need identifying information to provide services, manage safety, process donations, comply with legal requirements, verify eligibility, respond to complaints or maintain accurate records.

Data breaches

If we become aware of a suspected or actual data breach, we will take prompt steps to contain the incident, assess the risk of harm, remediate the issue and determine whether notification is required. Where the Notifiable Data Breaches scheme applies and an eligible data breach has occurred, we will notify affected individuals and the Office of the Australian Information Commissioner as required.

Complaints and enquiries

If an individual has a question, concern or complaint about how Lifeline North Coast has handled their personal information, they should contact us using the details below. We will acknowledge privacy complaints within a reasonable time, investigate the matter and respond with the outcome where appropriate.

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Privacy contact: Admin Officer

Email: reception@lifelinenc.org.au

Phone: 02 6651 4093

Postal address: 2/115 West High St, Coffs Harbour NSW 2450

If a person is not satisfied with our response, they may be able to contact the Office of the Australian Information Commissioner or another relevant regulator.

Responsibilities

All Board members, employees, volunteers, contractors and service providers who handle personal information for Lifeline North Coast are responsible for protecting that information, following this policy, reporting privacy risks or incidents promptly and completing any required privacy or cyber security training.

Policy review

This policy will be reviewed at least every two years, or earlier if there are changes to law, regulatory guidance, organisational activities, technology, funding requirements or privacy risk. Updates will be approved in accordance with Lifeline North Coast's governance arrangements.

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