

## Privacy

Under the *Privacy Act 1988* (Cth) (**Privacy Act**), Australian Volunteers International (**AVI**) has obligations as to how it deals with your information. The following policy statement provides an overview of how we are meeting these privacy compliance obligations.

## Policy Statement

Protecting your privacy is important to AVI. Whenever we collect personal information from you, we will make every reasonable attempt to inform you of why we are collecting your information, to whom we will disclose that information and the purposes for which we intend to use that information.

AVI collects, uses and discloses personal information about you that is relevant to your volunteer placement, or where you are accompanying a volunteer on placement, and when you register and attend conferences or events organised by AVI. This includes identifying information (name, gender, DOB, and passport details), contact details (address, email address and/or phone number), financial information (card details to process payments to attend AVI events), information about relevant education and work experience, and information about your emergency contacts and immediate family members or next of kin.

We also collect, use and disclose sensitive information about you where this is necessary to determine the suitability of your placement into, and throughout, our programs (or to accompany a volunteer on placement). This includes physiological health, psychological health and disability information collected through the medical clearance processes, criminal record information obtained through police checks, and Working with Children Check screening. We may also collect, use and disclose your sensitive information prior to or during your placement to assist you with services, such as accessing insurance, or providing emergency assistance.

AVI may also ask you whether you identify as being of Aboriginal or Torres Strait Islander origin. This information is provided on a voluntary basis, and you are under no obligation to disclose it. This information is collected and used to assist AVI improve program accessibility and identify barriers to program participation to increase the representation of people who identify as being of Aboriginal or Torres Strait Islander origin across all AVI programs.

Personal information is collected from you through the volunteer and associate application processes, interviews with you, requests for information during your volunteer placement and if you register to attend events or conferences organised by AVI. Personal and sensitive information is also collected from third parties in the clearance and reference check process, including medical providers, police and referees that you nominate.

The purposes for which we collect, hold, use and disclose your personal information include to:

- process your application to become a participant in our program, including any necessary screening or clearance checks;
- facilitate your placement in an appropriate position;
- liaise with overseas employers and government departments to facilitate your placement;
- manage your placement, including in relation to any performance, conduct or safety matters which may require investigation; respond to requests for information from your partner organisation;
- provide references for other volunteer assignments facilitated by AVI or other organisations;
- communicate with you and assist you with services whilst you are placed in our programs, including in relation to emergency assistance and insurance;
- provide feedback and follow up on your placement, including to provide support and services to you after you have returned from your placement;
- obtain feedback from you about your experiences;
- undertake any of the above activities in respect of your accompanying a volunteer on placement as an associate of the volunteer;
- process the payment of allowances, or a donation, sponsorship or other financial support;
- process your membership to our website;



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- allow us to review and improve our programs;
- process payments;
- organise events and conferences and provide updates in relation to these;
- report as required to the Department of Foreign Affairs and Trade, or the preparation of Australian Government briefings; and/or
- keep you informed of AVI activities and future placement opportunities or events.

To facilitate your placement in our program as a volunteer or associate, it may be necessary to pass on some of the information that you provide to appropriate third parties such as overseas government departments, volunteer partner organisations including Australian indigenous or overseas employers, health service providers, our insurer and auditors, the Department of Foreign Affairs and Trade (**DFAT**) and other Australian Government departments or bodies, and subcontractors of DFAT and AVI Core Providers. Your personal information will only be disclosed to overseas recipients in a country relevant to your current or former placements.

In order for us to organise events or conferences, it may be necessary to pass on some of the information you provide to appropriate third parties such as, function and event organisers and hosts. If you do not provide certain personal information you may not be able to attend an event.

AVI may also use a limited amount of your personal information for the purposes of evaluating and promoting its programs, which may include public relations or public advertising, and inviting your participation in alumni and mentoring activities.

AVI has systems in place to ensure that your personal and sensitive information is stored securely on AVI's servers, and physically at AVI's offices. AVI only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

AVI also stores its data using a third party provider with servers located in Australia. AVI conducts annual assessments of third party providers to ensure security compliance standards are met. At all times, we will take care to ensure that your personal information is dealt with in accordance with the Privacy Act. You have the right to request access to personal information that we hold about you, and request that your personal information be corrected. You can also make a complaint about how we have dealt with your personal information. Please write to or email the AVI Privacy Compliance Officer (**PCO**) regarding any request for access, correction or to make a complaint.

AVI does not operate in the European Union and does not concede to any European jurisdiction. However, if you are resident in the European Union under the General Data Protection Regulation ((EU) 2016/679) (**GDPR**), you have the right to:

- be informed about the processing of your personal data (eg including, for what purposes, what types, to what recipients it is disclosed, storage periods);
- request access to or a copy of any personal data which we hold about you;
- request correction of the personal data that we hold about you;
- request erasure of your personal data;
- withdraw consent to our processing of your personal data (to the extent such processing is based on previously obtained consent);
- ask us to stop or start sending you marketing messages at any time by using the below contact details;
- restrict processing of your personal data;
- data portability (moving some of your personal data elsewhere) in certain circumstances;
- object to your personal data being processed in certain circumstances; and



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- not be subject to a decision based on automated processing and to have safeguards put in place if you are being profiled based on your personal data.

Except in the case of more complicated requests, we will endeavour to respond to access and correction requests within one month. If we cannot make this time-frame we will let you know as soon as possible. Please refer to the GDPR for further information.

Complaints referred to the PCO will be dealt with in accordance with the principles set out in AVI's Complaints Handling Policy (<https://www.avi.org.au/contact-us/>).

The PCO will assess your complaint and will respond to you within 30 days. All correspondence should be directed to:

Post:  
Privacy Compliance Officer  
Australian Volunteers International PO Box 350  
Fitzroy VICTORIA 3065  
AUSTRALIA

Email:  
[info@avi.org.au](mailto:info@avi.org.au)

Telephone:  
Tollfree (within Australia)  
1800 331 292

Further general information about privacy is available on the website of the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au) or by calling the OAIC's enquiry line at 1300 363 992. You may at any time refer your complaint to the relevant regulator in your jurisdiction.

We may amend this Privacy Policy from time to time. The current version will be posted on the AVI website and a copy may be obtained by contacting our PCO (details above).

Date of last revision: 19 August 2020.