

<b>AVI Privacy Policy</b>	<b>Effective date</b>	May 2022
	<b>Next review date</b>	May 2024
	<b>Sponsor</b>	CEO
	<b>Board committee</b>	People & Culture
<b>Level / Class</b>	<b>Approval / authorisation</b>	Board
<b>Organisation</b>		

## 1. PURPOSE

AVI is committed to responsible and respectful use and protection of personal information, in compliance with the Privacy Act 1988 (Cth), [the Australian Privacy Principles](#) and [ACFID's Code of Conduct](#).

Under the Privacy Act 1988 (Cth) Australian Volunteers International (**AVI**) has obligations as to how it deals with **personal information** it collects (being information or an opinion about a reasonably identifiable person, whether true or not). The following policy provides an overview of how we are meeting these privacy compliance obligations.

Protecting privacy is important to AVI. The purpose of this policy is to convey why we may collect personal information, the purposes for which we may use that information and to whom we may disclose it.

## 2. SCOPE / PERSONS AFFECTED

This policy covers AVI's handling of personal information collected from members of our community from time to time. A separate policy statement applies to applicants for our volunteer programs and any associates who will travel with them, which is distributed as part of the application process.

## 3. POLICY

### Collection, storage, use and disclosure of personal information

#### What is personal information?

AVI only collects personal information that is relevant to our work. Personal information means information or an opinion about a reasonably identifiable person, whether the information or opinion is true or not, and whether recorded in a material form or not. Personal information may include identifying information (name, gender, date of birth, and passport details), contact details (address, email address and/or phone number), information about relevant education and work experience, passport and banking information and information about an individual's emergency contacts and immediate family members or next of kin.

AVI may collect personal information from when:

- An individual contacts us for any reason, including to enquire about volunteering, initiatives, bequests or career opportunities;

- apply for a volunteer or employment role with AVI;
- post or comment on our social media pages;
- subscribe to our newsletter or make a donation via our website – [avi.org.au](http://avi.org.au); or
- share feedback or make a complaint

### Why do we collect, use and disclose personal information?

AVI collects personal information in order to fulfil our core work: recruiting and placing volunteers/program participants, engaging with the public, raising awareness and fundraising. To help us be effective, efficient and informed, we also collect information to ensure a complete and accurate record of an individual's history of engagement with AVI. For example, we often use personal information to keep our donors and stakeholders updated with AVI's work, to provide information about opportunities to support AVI, or to notify of available volunteering roles through our programs. An individual can be removed from any mailing lists or subscriptions at any time.

In some instances it may be necessary to pass on some of the information that is provided to appropriate third parties such as:

- the Department of Foreign Affairs and Trade (DFAT) and other Australian Government departments or bodies, or other relevant donors or clients
- subcontractors of DFAT and other relevant AVI stakeholders who assist in the implementation and evaluation of volunteer programs;
- overseas government departments or authorities;
- overseas partner organisations or Australian based partner organisations;
- providers of police checks or other background checks;
- health service providers; or
- our insurer and auditors.

For personal information relating to safeguarding or fraud incidents, we may use or disclose this information to investigate and take appropriate action in response to the incident, for example with the relevant authorities. This may involve disclosing the information to other police and law enforcement, or to government agencies or regulators, for compliance with our reporting obligations.

We occasionally require external suppliers to assist us in our activities and may provide personal information to them in order to enable those services to be provided – for example, printing a large number of letters to send to our supporters. When we do so, we reiterate the expectation that personal information shared with suppliers will be securely stored and destroyed when no longer required.

In any case where we need to share personal information with a third party, we'll ensure this is done securely and only for the purposes outlined above.

### Using limited personal information for promotional purposes

AVI may also use a limited amount of personal information for:

- the purposes of evaluating and promoting its programs, which may include public relations or public advertising (such as magazines, brochures, media releases or events)
- inviting participation in alumni and mentoring activities.
- members of the public through promotion of AVI's programs; and/or
- volunteer alumni, other AVI program participants and prospective program participants

When this limited use of personal information is proposed, AVI will seek prior consent.

### Storage of personal information

AVI actively seeks to ensure that all personal information we collect is protected from misuse, unauthorised access, modification or disclosure.

AVI has systems in place to ensure that personal and sensitive information is stored securely on AVI's servers, and physically at AVI's offices.

Access to personal information stored on AVI's servers is restricted to relevant staff.

AVI also stores its data using a third-party provider with servers located in Australia and overseas. AVI conducts annual assessments of third-party providers to ensure security compliance standards are met.

### Notifiable Data Breaches

The Privacy Act stipulates reporting and management requirements for certain data breaches. An 'eligible data breach' occurs when personal information held by AVI is lost or subjected to unauthorised access, modification, disclosure or other misuse or interference and the access disclosure or loss is likely to result in serious harm to the individual to whom the information relates.

For further details on how AVI responds to eligible data breaches please refer to: [AVI's Data Breaches Procedures](#).

### **Accessing personal information and making complaints**

At all times, we will take care to ensure that personal information is dealt with in accordance with the Privacy Act.

Individuals have the right to request access to personal information that we hold about them, and request that their personal information be corrected or deleted.

If an individual wishes to have their personal information deleted, AVI will take all reasonable steps to delete it unless we need to keep it for legal, auditing or internal risk management reasons.

An individual can also make a complaint about how AVI has dealt with their personal information. To do so, please write to or email the AVI Privacy Officer regarding any request for access, correction or to make a complaint.

Complaints referred to the Privacy Officer will be dealt with in accordance with the principles set out in [AVI's Complaints Handling Policy](#). The Privacy Officer will assess complaints and will provide a response within 30 days.

#### **All privacy related correspondence should be directed to:**

Privacy Officer  
Australian Volunteers International  
PO Box 350

Fitzroy VIC 3065  
Email: [privacy@avi.org.au](mailto:privacy@avi.org.au)

Complaints can be made to the Office of the Australian Information Commissioner if a response from AVI is not received within 30 days, or if an individual is unsatisfied with how AVI has dealt with a complaint. More information can be found at this link: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

#### 4. RELATED POLICIES

- [AVI Complaints Handling Policy](#)
- [AVI Data Breaches Procedures](#)

#### 5. REFERENCES

- [The Australian Privacy Principles](#)
- [Privacy Act 1988 \(Cth\)](#)

#### 6. EVALUATION AND PERFORMANCE MEASUREMENT

AVI is committed to ensuring that policy, systems, procedures and processes are fit for purpose and to that end undertakes a process of continuous review in relation to privacy and the Australian Privacy Principles. In line with this, this policy will be reviewed at least once every 2 years.

#### 7. REVISION HISTORY

Date	Revision Number	Change(s)	Reference Section(s)
May 2022	1	New Policy document	