

# Privacy Policy

## Introduction

Scout Australia - Victorian Branch welcomes the introduction of two new pieces of legislation:

- Federal Privacy Act, effective 21st December 2001
- Victorian Information Privacy Act 2000, effective from 1st September 2001.

From a practical perspective, compliance with obligations under either act involves essentially the same processes for the Victorian Branch.

The Victorian Branch understands the need to protect the privacy of its members and other stakeholders. This policy outlines, the conditions under which the Victorian Branch collects, uses, secures and discloses personal information about its members.

## Primary purpose definition

Personal information is collected and retained on past and present adult members, as well as youth members and their parents/guardians, for the primary purpose of operating Scouts Victoria.

All information collected is directly applicable to the functions and activities of Scouting conducted by Victorian Branch, and to the health, well-being and protection of its members.

This information is entered and stored in a centralised database located at the Branch Office. Data may also be retained in electronic or hardcopy format by any formation of the organisation to which the individual member belongs.

## Collection of data

The Branch will only collect personal information in a fair and lawful manner, and then only that information which is required to manage and promote the organisation and the health, well-being and protection of its members.

When you apply for membership, the application form includes attached statements about privacy and requests for consent. Those privacy statements refer you to this policy where more detail is available on how any information about you may be used and disclosed in relation to your membership of Scouts Victoria.

When you apply for membership, you consent to the Victorian Branch collecting, maintaining, using and disclosing personal information about you and provided by you or by another person in accordance with this policy.

## Identifiers

In accordance with the Privacy Act, any identifiers, assigned to your personal information by the Victorian Branch, are unique to the Victorian Branch and are not based on those assigned by any other agency.

## Type of data collected

Generally, the Branch only collects personal information about you from you, unless it is not reasonable or practical to do so, or you consent. For example, the Branch Office may collect information about you from your local Scout Group to whom you have applied to be a member. The Branch does not collect or store information about you from individuals or organisations not connected with Scouting, except that information you approve from the Victorian Police.

Branch membership application forms generally request information that identifies you, such as your full name and date of birth; and information that enables you to be contacted such as address, phone and fax numbers, as well as an email address. It also asks, if employed, your occupation, position and employer's name and address. The Branch also asks about your hobbies and interests and whether you have any other skills that may be of use to the organisation.

The Branch also collects from internal sources and from members, information related to events and activities they attend, training courses, appointments and qualifications related to Scouting.

In the case of youth members the Branch also needs to know the names and contact details of your parents/guardians in case they have to be contacted in an emergency, or to ensure they are informed about Scouting activities, policy issues or other important matters involving their children. The Branch also asks for their occupation/employer details as well as their skills/hobbies and sporting/leisure activities, as Scouting relies on volunteers providing their time and expertise in a variety of areas for the benefit of our youth program.

Some Branch forms request information about medicare numbers, hospital insurance cover and other details that significantly affect the Branch's ability to assist you in an emergency. This type of information can be particularly important when emergency assistance is required away from home - for example during an extended or remote Scouting activity.

### **Sensitive data**

Scouting is a voluntary, non-political, non-formal education movement for young people, open to all without distinction of origin, race or creed which aims to encourage the physical, intellectual, social, emotional and spiritual development of young people.

The Victorian Branch does collect personal information of a sensitive nature (eg. Details of police record or health background) but only to the extent that it may be necessary to ensure appropriate, safe Scouting for you and other members.

The following information, which may be considered to be of a sensitive nature, is collected but in accordance with the National Privacy Principles:

- Languages spoken (other than English) are requested in order for the Branch to identify any special needs or skills of members from different cultures.
- Your religion/denomination (if applicable) is not usually requested but can be relevant if you wish to attend one of the culture specific Scouting groups.
- For adult leaders marital status and partner's name are requested for the purposes of inviting partners to Scout functions and activities and to incorporate them as much as possible in the 'Scouting family'.
- Information obtained from the Victorian Police about criminal record checks on potential adult members is strictly confidential, is not held electronically in any form, and is securely stored and accessed only by the office of the Executive Director or the Chief Commissioner.
- Behavioral files are maintained where appropriate and these are directly under the control of the Executive Director and Chief Commissioner. Reasonable access by the member involved is available on request.
- The Branch collects health and medical information, including Medicare and private health fund numbers, about youth members at the time of applying for membership. This information can be updated each time permission is sought for the young person to attend a Scouting activity. This data provides the organisation with relevant medical information that is essential to the duty of care owed to young people within Scouting.
- Health and medical information is also sought from adult members attending major activities and events for use in medical situations.

### **Consent policy**

Joining the Victorian Branch, you agree that the Branch may use your contact/personal details to send you information about the organisation and its activities and services that may be of interest to you, and to contact you from time to time to obtain your feedback about activities and services. You also agree to the collection of sensitive data for the purposes disclosed in this policy.

The Branch will not use your personal information for any purpose that you would not reasonably expect it to be used. Your information may be used to offer you other products, services and activities that will enhance the relationship with you. You may decide on joining, and at any other time by informing the Branch in writing, that you do not wish to be contacted in this way. It is assumed that existing members have given consent unless they advise us otherwise.

### **Use and disclosure**

By signing the membership application form you consent to the Branch using your personal information in the following way:

- To maintain a register of membership
- To respond to your request or help the Branch process any request for its activities or services

- To effectively administer all activities and services that are provided to you
- To communicate with you about the activities and services that may be provided to you
- To inform you of relevant internal or external activities, events, promotions or special offers that may be of interest to you
- To identify geodemographic details of Branch membership for the purpose of building membership
- To ensure the safety, health and well-being of all members while they participate in Scout activities
- To carry out research, marketing or development of Scouting products, activities and services including the surveying of members on their needs and attitudes
- To provide contact information to enable communication between members of the Movement.
- To assess the suitability of adult members to be in charge of Branch youth members
- To provide personal details of potential adult Leaders to the Victoria Police for criminal record checks in accordance with Victorian Branch Child Protection Policy
- To direct membership inquiries to you if you are the Leader in charge of a formation
- To direct inquiries to you regarding the use or hire of a Scout property if you have been appointed for that purpose (this may include listing your name and contact details on the Scout website or in the Branch Info Book)
- To assess, process and investigate claims made under any insurance products the Branch provided to you.

If you have chosen to provide the Branch with your email address, it may be used to advise you of matters of Scouting interest as well as for marketing, planning, new services or research purposes. Members have the right to opt out of these additional communications. There is also an opportunity to opt in by joining email subscription lists which will be promoted through emails and the website.

Information about you may be disclosed where there is a duty to the public to disclose that information, or where disclosure is required or authorised for law enforcement or regulatory purposes.

#### **Data quality and integrity**

The Branch relies on the accuracy of the information provided by members or their formation. The Branch tries to ensure that all information, which is collected or disclosed, is accurate, complete and up to date. Periodic internal checking procedures are conducted to ensure that as far as is practicable the data held is accurate and current.

You should promptly notify the Branch if there are any changes to your personal information.

#### **Data access and correction**

You can request access at any time to personal information the Branch may hold about you. Your request will be processed upon request within a reasonable time, usually 14 days. First point of contact will usually be the Branch Privacy Officer.

There is no fee for requesting access to or updating your information, however, the Branch reserves the right to charge a reasonable fee (no more than \$50) in order to cover any costs associated with providing access to your file. For example, staff will usually be required to assist in maintaining the security and privacy of the files on other members whilst you have access to your file. Any fee's charged will be reasonable and in accordance with the conditions of the Privacy Act.

Before giving access to your records, a member will be required to submit their request in writing (either by letter or fax) and they will be required to provide adequate personal identification (for example a drivers licence or passport).

In some circumstances, access to your personal record may be denied, or limited to some parts. Such refusal will only occur if access to your record would compromise the legitimate privacy concerns of other members or hinder the progress of a law enforcement agency. These conditions are consistent with the National Privacy Principles.

From time to time, for the purposes of data correction, the Branch may provide members or their formation with a computer printout of some or all personal data that is held on a member.

The Branch also provides a 'Change of Personal Particulars' form to allow members to advise of amendments.

The Victorian Branch uses many forms, other than the membership application form, for various operational purposes. These forms often request personal details from members that were previously collected from their original membership application. These provide the Branch with further opportunities to ensure its data is accurate and current.

Any amendments to member's records will be processed as soon as possible after such reports or forms are returned to the Branch or Regional Offices.

### **Access to data by members of Victorian Scouting**

Scouting is essentially an organisation that is run by and for its voluntary members. Communication between members is of primary importance for its successful operation. The provision of contact details to members to allow them to make contact with other members is very important.

The provision of some personal details about members to Leaders, whose role is to supervise and in some cases assess the performance of those members, is also essential.

For these reasons, Branch and Regional Office staff are authorised to provide limited personal information about a member to another member for bona fide purposes. As a general rule member's work details are not disclosed.

The Branch also publishes a contact list showing limited personal details for a select list of senior adult members. This list is provided to all those on the list for contact purposes.

### **Access to data by non members**

Access to personal information by non-members is not permitted, except for custodial parents / guardians and law enforcement agencies where appropriate. Personally identifiable data is not provided to third parties or non-members.

### **Data security**

All reasonable steps are taken to protect your personal information from misuse, loss, unauthorised access, modification or disclosure.

The Branch has physical, electronic and procedural safeguards to protect your information.

For example, your personal information in the form of original or copies of paper forms is stored in secured premises at Branch or Regional Offices. Authorised voluntary adult Leaders at local formations may also hold forms. These Leaders are accountable for the security and privacy of your data.

The Branch Office is the sole location of the data held in electronic databases. Regional Office staff and other approved personnel have dial up access to those databases. Read-only and change access to information stored electronically is restricted to personnel whose role in the organisation requires access. All authorised personnel require logins and passwords for access. All staff and volunteers are required to maintain the confidentiality of customer and member information.

The database is backed-up on tape on a daily basis.

The Branch Office uses secure methods to destroy or de-identify any personal information such as computer reports as soon as the information is no longer needed for any purpose. However, current policy is that electronic information on the membership database on past members is not removed or archived.

### **Commercial use of data**

There are occasions when external organisations or individuals wish to offer a product or service to members, which the branch considers would be beneficial, or of interest.

Subject to Branch approval of the organisation and the material to be sent to members, and an agreement between the Branch and the organisation regarding data confidentiality, the Branch Office may provide mailing data in a secure format to that organisation, or to a mailing house on their behalf.

As with most organisations, the Victorian Branch relies on third party suppliers to conduct specialised activities such as bulk mail outs, data processing, printing etc. These agents act on behalf of the Victorian Branch and do not facilitate their own commercial agendas whilst processing your personal information. While your personal information may be provided to these agents to enable them to perform their agreed tasks, such information remains the property of the Victorian Branch.

### **Website on-line services policy**

Victorian Branch does not collect any personal information about you via its Internet site except when you knowingly provide it.

It is possible for you to visit this website without identifying yourself.

If you choose, your email address maybe used to send you from time to time various promotional offers, Scout program information, special events or other marketing communications that may be of interest to you.

It is Branch policy to only email customers who give permission. If the Branch sends you an email for a commercial purpose, you will be given the option of not receiving further communications of this nature. You may also opt in to any email subscription services thereby allowing you to receive emails about specific subjects and activities.

Personal information obtained on the site will never be released to a third party without your consent. Information collected will be used to improve services to users, and from time to time may be used to inform registered users about new features and improvements to the website.

Victorian Branch undertakes to take reasonable steps necessary to ensure that member information is secure from any unauthorised access or disclosure. In designing the Branch website, security procedures and practices consistent with Australian industry practice have been incorporated. Security procedures are reviewed from time to time and updated when relevant.

The Branch cannot assume any responsibility for the information practices of third-party sites where a user is able to access their sites through the B ranch site. The Branch encourages users to review each site's privacy policy before disclosing any personally identifiable information.

For statistical purposes non-personalised information on website activity may be collected (such as the number of users who visit the website, the date and time of visits, the number of pages viewed and navigation patterns) through the use of 'cookies' and other tracking technology. In order to collect user statistics information may be anonymously logged, and identify categories of users by items such as domains and browser types.

Victorian Branch may amend this policy from time to time. If any substantial changes are made to the way your personal information is used you will be notified by a prominent announcement posted on the Branch website, and via an email to registered users.

If you have any questions or feedback on the Branch website privacy policy please send an email to: [privacy.officer@vicscouts.asn.au](mailto:privacy.officer@vicscouts.asn.au)

### **Melbourne Corporate Luncheon**

The Melbourne Corporate Luncheon is a partnership between the Victorian Branch, Saxton Speakers' Bureau and The Sofitel. Its primary function is corporate networking.

The Branch collects data about attendees and member companies and potential attendees and members. This information is stored electronically in a unique database that is accessible only to authorised staff. Information about forthcoming events is sent regularly to individuals and organisations in the database. Contact information is available to each of the partners. A Directory of Gold and Platinum members is published for the exclusive use of those members. From time to time approved sponsors of the Melbourne Corporate Luncheon may be given access to the data for mailing purposes. Approval of material being sent to the names in the database rests with the Victorian Branch. Any person in the database may opt out of this process.

Data collected for the purposes of promoting and managing the Melbourne Corporate Luncheon will not be made available by way of sale, lease or hire to other third party organisations for the purposes of marketing any other product or service.

### **Secbrek**

The Branch is seeking to establish further corporate networking partnerships and a new product, Secbrek, will commence in 2002. Conditions for data collection use and disclosure will parallel those for the Melbourne Corporate Luncheon.

### **Your rights**

You need not give the Branch any of the personal information about you or any other person which may be requested in communications with you. However, without that information, the Branch may not be able to process an application, fulfil your request to become a member or provide you with an appropriate level of service.

You are entitled to ask the Branch for access to your personal information records at any time, or to choose to cancel or opt-out of any service or future mailing.

You may elect to advise the Branch that your phone and fax numbers are to be marked as 'silent' in which case they will not be released or published in any form.

**Complaints resolution**

Complaints should be made in writing, by mail or by fax and directed to the Branch Privacy Officer.

**Changes to our privacy policy**

This information relates to current privacy standards. These standards may vary from time to time. Any changes will be published on the Branch website at [www.vicscouts.asn.au](http://www.vicscouts.asn.au) - the Branch will not separately notify you of these changes.