



Privacy Policy

DCSS Australia Inc.
NFP Community Services Org.

1. Introduction to DCSS Australia Inc.

DCSS stands for Diverse Community and Social Services, which is a Not-for-Profit Community and Social Support Services, Community Justice Organisation based throughout Australia.

DCSS Australia is the only Volunteer lead LGBTIQ+, Diversity, Inclusion, ATSI and CALD Community focused organisation which delivers a dual-accredited Community Justice Program operating in Victoria and New South Wales, in collaboration with the Victorian Department of Justice and NSW Revenue Department.

For more information, please visit <https://www.dcssaustralia.org/>

2. Principles

This Policy sets out our commitment to protecting the privacy of personal information provided to us, or otherwise collected by us, offline or online, including through our website. In this Policy, DCSS is referred to as the Organisation.

The Organisation adopts the Australian Privacy Principles ('APPs') and National Privacy Principles ('NPPs') contained in the *Privacy Act 1988* (Cth) ('the Privacy Act'). The NPPs govern the way in which the Organisation collects, uses, discloses, stores, and disposes of personal information.

An explanation of the APPs is available on the Office of the Australian Information Commissioner's website at www.aaic.gov.au.

3. Scope

Personal information

Personal information is information that makes an individual identifiable. The types of personal information we may collect about you include:

- name;
- images or likeness of you;
- contact details, including email address, mailing address, street address and/or phone number;
- marital status and/or anniversary;
- date of birth and/or age;
- credit card details;
- demographic information, including postcode;
- preferences and/or opinions;
- information provided through surveys or questionnaires;
- details of products and services we have provided to you and/or that you have enquired about, and our response to you;
- statistics on page views and sessions, acquisition sources, search queries and/or browsing behaviour; and
- additional personal information provided to us, directly or indirectly, through the use of the Organisation's website, associated applications, and associated social media platforms.

The Organisation may collect these types of personal information directly from clients or from third parties.



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Collection and use of personal information

The Organisation may collect, hold, use, and disclose personal information for the following purposes:

- to enable access and use of the Organisation's website, associated applications and associated social media platforms;
- to contact and communicate with clients;
- for internal record keeping and administrative purposes;
- for analytics, market research and business development, including to operate and improve the Organisation's website, associated applications and associated social media platforms;
- to run competitions and/or offer additional benefits or services to clients;
- for advertising and marketing, including to disseminate promotional information about products and services about third parties;
- as required by law and to resolve any disputes that may arise; and
- to consider employment applications.

Disclosure of information to third parties

Personal information may be disclosed to:

- third party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, web-hosting and server providers, debt collectors, maintenance or problem-solving providers, marketing or advertising providers, professional advisors and payment systems operators;
- the Organisation's employees, contractors and/or related entities;
- the Organisation's existing partners or potential agents or business partners;
- sponsors or promoters of any competition the Organisation runs;
- anyone to whom the Organisation's business or assets (or any part of them) are, or may (in good faith) be, transferred;
- credit reporting agencies, courts, tribunals and regulatory authorities, in the event that a client fails to pay for goods or services provided by the Organisation;
- courts, tribunals, regulatory authorities and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights; and
- third parties, including agents or sub-contractors, who assist the Organisation in providing information, products, services or direct marketing. This may include parties located, or that store data, outside of Australia.

By providing us with personal information, you consent to the disclosure of your personal information to third parties who reside outside Australia and acknowledge that we are not required to ensure that those third parties comply with Australian privacy laws.



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How we treat personal information that is also sensitive information

Sensitive information is a subset of personal information that is given a higher level of protection under the APPs. Sensitive information means information relating to your racial or ethnic origin, political opinions, religion, trade union or other professional associations or memberships, philosophical beliefs, sexual orientation or practices, criminal records, health information or biometric information.

Sensitive information includes:

- an individual's racial or ethnic origin,
- health information,
- political opinions,
- membership of a political association,
- professional or trade association or trade union,
- religious beliefs or affiliations,
- philosophical beliefs,
- sexual orientation or practices,
- criminal record, and
- genetic information.

Your rights and controlling your personal information:

Choice and consent: Please read this Policy carefully. By providing personal information to the Organisation, you consent to us collecting, holding, using and disclosing your personal information in accordance with this Policy. You do not have to provide personal information, however, if you do not, it may affect your eligibility as a Work and Development Permit (WDP)/Work and Development Order (WDO)/Community Justice Program (CJP) applicant and/or services offered on or through it.

Information from third parties: If the Organisation receives personal information about you from a third party, it will protect it as set out in this Policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such person's consent to provide the personal information.

Restrict: You may choose to restrict the collection or use of your personal information. If you have previously agreed to the Organisation using your personal information for direct marketing purposes, you may change your mind at any time by contacting it using the details below.

Access: You may request details of the personal information that the Organisation holds about you. An administrative fee may be payable for the provision of such information. In certain circumstances, as set out in the *Privacy Act 1988* (Cth), we may refuse to provide you with personal information that we hold about you.

Correction: If you believe that any information the Organisation holds about you is inaccurate, out of date, incomplete, irrelevant or misleading, please notify it using the details below. The Organisation will take reasonable steps to correct any information found to be inaccurate, incomplete, misleading or out of date.

Complaints: If you believe that the Organisation has breached the APPs and wish to make a complaint, please notify it using the details below and provide full details of the alleged breach. The Organisation will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps it will take to deal with your complaint.



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Unsubscribe: To unsubscribe from our e-mail database or opt-out of communications (including marketing communications), please notify the Organisation using the details below or opt-out using the opt-out facilities provided in the communication.

4. Policy Updates

This Policy may change from time to time and is available on our website. For any privacy policy complaints or enquiries, please contact:

DCSS AUSTRALIA INC.

Secretary@dcssaustralia.org

PO Box 790, Hawthorn, VIC, 3122

Date determined and effective: 4 December 2019

AUTHORISATION

Version	Reviewed by	Approved by	EMD Approved	Board Endorsement
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2	S. Pour	T. Conley	Yes	Yes
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