

Domestic Violence NSW

Privacy Policy

This Privacy Policy (**Policy**) sets out how Domestic Violence NSW (ABN 51 326 110 595) (**DVNSW, we, us, our**) manages Personal Information, including on our website, which can be found at www.dvnsw.org.au.

Personal Information (as that term is defined under the *Privacy Act 1988* (Cth) (**Privacy Act**)) is any information or an opinion which identifies you or could reasonably identify you, whether true or not and whether recorded in a material form or not. We use this Personal Information to provide our products and services, including when providing services to other organisations and workplaces. It does not include information that is de-identified (anonymous information).

We are committed to meeting the standards for privacy protection in the Privacy Act and the Australian Privacy Principles (**APPs**) (Schedule 1 of the Privacy Act). We take the protection of your Personal Information seriously.

By providing Personal Information to us, you consent to us handling your Personal Information in accordance with the Policy. You are not required to provide Personal Information to us. However if you do not provide us with all the Personal Information we request, the services we provide to you may be affected.

What Personal Information we collect and why we collect it

The types of Personal Information we may collect from you may include your name, address, email address, company, role, gender, age band/range, payment information, how you use our products and services, and your image including when you are an employee, job applicant, volunteer, a certified/accredited ambassador/ advocate in one of our programs, or where you have shared your Personal Information with us. We may also collect sensitive information, such as information related to your health (including COVID-19 Vaccination certification), race, disability or sexual orientation.

We may collect Personal Information for the purpose of:

- (a) providing our products and services including merchandise, programs, workshops, e-learning, webinars, training and associated surveys, research and development;
- (b) the general management, administration and conduct of DVNSW
- (c) improving our products and services and the user experience, including via engagement survey;
- (d) receiving donations and payments;
- (e) sending our e-newsletter;
- (f) processing job applicant and volunteer applications;
- (g) complying with our legal obligations;
- (h) related purposes that would reasonably be expected by you; and
- (i) for the purposes of our advocacy to third parties such as government or government departments where every

effort to de-identify information such as in case studies will be made.

How we collect your Personal Information

We may collect Personal Information from you through our Website, when you apply for membership, provide an expression of interest for membership, or make a financial donation or payment for services. We may also collect Personal Information about you from third parties, including your employer as part of your membership.

What happens when you leave a comment on our Website

When visitors leave comments on our community platforms or forums such as Facebook or Linked In, or otherwise on our Website we may also collect the Personal Information shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection. An anonymised string created from your email address (also called a hash) may be provided to a third party service provider if you are using it. After approval of your comment, your profile picture may be visible to the public in the context of your comment. You should also be aware that any information you post in your comment may be accessed by other users

Cookies

If you have an account and you log in to our Website, we may set a temporary cookie to determine if your browser accepts cookies. This cookie does not contain any Personal Information and is discarded when you close your browser. When you log in, we may also set up several cookies to save your login information and your screen display choices.

If you edit or publish an article or blog post on our Website, an additional cookie will be saved in your browser. This cookie does not include Personal Information and simply indicates the post ID of the article you just edited. It expires after one day.

Embedded content from other Websites

Our Website may include embedded content (e.g. videos, images, articles, etc.) from other websites. This content behaves in the exact same way as if the visitor has visited the other website. These other websites may collect information about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

How we use and disclose your Personal Information

We will not use or disclose your Personal Information for any purpose other than the purpose for which it was collected (or a related purpose), unless you have consented to that other purpose or we are permitted or required to do so by law.

We may disclose your Personal Information to third parties:

- (a) who assist us in supplying our products or services;
- (b) who also use DVNSW products or services;
- (c) for the purpose of research and development to improve our products or services;

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- (d) who perform operational, administrative and other related functions on our behalf (including suppliers and operational, technology and business service providers, which may include:
- (i) Mailchimp based in the United States (governed by the privacy policy at mailchimp.com/policies/privacy/);
 - (ii) SurveyMonkey based in the United States (governed by the privacy policy at surveymonkey.com/mp/legal/privacy/);
 - (iii) ThankQ CRM based in Spain (governed by the privacy policy at admin.typeform.com/to/dwk6gt/);
 - (iv) Payment Gateway Paypal based in the United States (governed by the privacy policy at [squarespace.com/privacy](https://www.paypal.com/au/web/WebSite/privacy));
 - (v) Xero based in New Zealand (governed by the privacy policy at <https://www.xero.com/au/about/legal/privacy/>); and
 - (vi) Eventbrite based in the USA (governed by privacy policy at https://www.eventbrite.com.au/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_AU)
- (e) in the event they are involved in the sale of any of our assets or part of our business; and
- (f) where we are required or authorised to do so by law, or to comply with our legal obligations.

The people to whom we disclose your Personal Information may be located overseas. The countries in which the recipients are likely to be located include the USA. It is not practicable to identify the other countries in which recipients are likely to be located.

Will information be provided to your employer?

If you participate in a workplace program / event or training your name, email or user ID may be provided to your employer. No other Personal Information will be shared back to your employer or other third parties regarding your usage behavior, comments, or activity. Aggregate information and trends may be shared anonymously.

Expression of interest and surveys

If you provide an expression of interest, or you take part in one of our surveys, we will provide these via third party service providers, so that we can understand the impact our services are having on you. Our surveys will primarily address membership engagement and needs and consultation on sector requirements of policy, advocacy and research.

Contacting you

We may use your contact details to email you regular communications such as sector news including but not limited by our e-newsletter.

We may use your contact details to send you information via email, but only when we feel such information is important and relevant to the services we provide, and we think it may be of interest to you.

You can opt out of these messages via the unsubscribe function on the email at any time.

How long we retain your Personal Information for

If we hold Personal Information about you that is no longer needed for any purpose for which it may be used or disclosed, we will take such steps as are reasonable in the circumstances to destroy or permanently de-identify that Personal Information.

If you register on our Website, we may also store the Personal Information you provide in your user profile for as long as is reasonably necessary. You can see, edit, or delete your Personal Information at any time (except you cannot change your username). The administrators of our Website and CRM can also see and edit this information.

Access to and correction of Personal Information

You can request access to and correction of any Personal Information we hold about you (subject to certain legal exceptions). If a legal exception applies and we are not able to provide you with access to or a correction of the Personal Information we hold about you, we will advise you of the reasons for our decision.

You can also request that we erase any Personal Information we hold about you. Subject to certain exceptions this does not include any Personal Information we are obliged to keep for administrative, legal, or security purposes.

How we protect your Personal Information

We will take reasonable steps to ensure that the Personal Information we collect and hold is secure.

GDPR

If you are in the European Union (EU) (including the European Economic Area), the collection and processing of your Personal Data will be subject to the General Data Protection Regulation (2016/679) (GDPR) (as that term Personal Data is defined in the GDPR). In providing our services to you, we may collect and process Personal Information as outlined in this Policy. Otherwise, including for individual users of our services, we will be a data controller for the purposes of the GDPR and the Policy includes information that must be provided to you when we collect your Personal Information.

Complaints

Please contact us if you have any concerns or complaints about our handling of your Personal Information. We will deal with all concerns and complaints through our complaints handling process. However, if you feel that we have not adequately dealt with your concerns you may refer the matter to the Office of

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the Australian Information Commissioner (**OAIC**) at
www.oaic.gov.au.

Changes to the Policy

We may from time to time, amend the Policy, in whole or in part. Any changes to this will be effective immediately upon the posting of the revised Policy on our Website.

Contact us

If you have any questions about the Policy or you wish to access or correct the Personal Information we hold about you or raise any privacy concerns you may have, please contact us at
admin@dvnsw.org.au

Last Updated: 12 April 2022

Review date: 12 April 2025

Approved by: