

Housing Plus Volunteer Privacy Statement

1. **Housing Plus Volunteer Privacy Statement**

- a. The privacy of your personal information is very important to Housing Plus.
- b. This Privacy Statement applies to any personal information you disclose to Housing Plus through your use of our website, email address or postal address/office address ('our sites').
- c. By using our sites, you consent to our use of your personal information in accordance with this Privacy Statement.
- d. Where used in this Privacy Statement, the terms "personal information", and "Australian Privacy Principle(s)" have the meaning attributed to those terms in the Privacy Act (Cth) 1988 ("Privacy Act"). Any reference to "**Housing Plus Volunteer**", "**we**", "**us**" and "**our**" is a reference to Housing Plus. Volunteers, Organisations and users who otherwise visit our Sites are referred to generically in this Statement as "**visitors**", "**users**" or "**you**" unless the context provides that only volunteers or Organisations are being referred to.

2. **Why do I need to supply personal information?**

- a. We need to collect some personal information to be able to effectively co-ordinate volunteer opportunities between volunteers and advertised volunteer roles.
- b. We also require personal information to improve the services we provide.

3. **When is my personal information collected?**

- a. We collect your personal information when you register with us on our sites or when you supply any information to us by expressing interest in a volunteer opportunity.
- b. We also collect information when you correspond with us or use our sites to make enquiries.

4. **What personal information do you collect?**

- a. If you express interest in a volunteer position, we collect your name and your contact details. We may also collect your date of birth and gender. You may also wish to provide information about yourself such as your skills and qualifications, but this is not personal information.

5. **Will my personal information be given to anyone else?**

- a. If you express interest in a volunteer role we will pass on the information that you provide to us in relation to that particular volunteer opportunity to the relevant persons in our organisation.
- b. Housing Plus may also disclose your personal information to its service providers and contractors from time to time but only for the purpose of assisting us to deliver the products and services we offer to you or to conduct market research about our services.
- c. We may also disclose your personal information to third parties where it is required by law, such as for law enforcement purposes or where there is a threat to a person's safety.
- d. Our Site may from time to time contain links to other websites. These websites may have a different privacy policy to ours, and you should check this with them.

6. How do we keep your personal information safe?

- a. Housing Plus takes all reasonable steps to ensure the security of our system and to protect your information from misuse, interference and loss as well as unauthorised access, modification or disclosure.
- b. Any information which we hold for you is stored on secure servers in Australia.
- c. In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality and privacy of any personal information held by us. Except in the case of breaches of our obligations under the Privacy Act to protect your personal information, Housing Plus will not be held responsible for events arising from unauthorised access of your personal information. In the event of a data breach, Housing Plus is committed to comply in all respects with the requirements of all Australian Privacy Laws including, the requirements of the Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth).

7. Can I correct or update my personal information?

- a. If you have registered with us as a Volunteer, you may at any time access and modify the personal information you provided in the registration form by notifying us or updating your information on our Volunteer Portal (where applicable).
- b. We retain information you provide to us and which we collect about you for so long as we continue to provide services to you or intend to provide services to you, such as for the recruitment of new Volunteering opportunities. You can request us to delete your information held by us at any time by contacting us.

8. Email alerts and other communications

- a. Users may subscribe to receive emails regarding new volunteering opportunities that match searches you have previously undertaken by providing Housing Plus with your email address. Users can unsubscribe from such emails at any time by clicking on the unsubscribe link in the email.
- b. If you apply to an opportunity or you save a search, Housing Plus may also provide you with selected information about volunteer opportunities and related advice in email communications from time to time. Housing Plus may also contact you by telephone. You agree that Housing Plus may contact you about volunteering opportunities. You may 'opt-out' of receiving emails from Housing Plus by clicking 'unsubscribe' in the footer of an email received. When we speak to you over the phone, we may record the calls for training, verification and quality assurance purposes. Any Personal Information collected on those calls is used in accordance with this Privacy Statement.
- c. From time to time, we may contact Volunteers by email or phone in relation to their use of our Sites, new features and other volunteer-related content.

9. Feedback and Complaints

- a. Housing Plus welcomes ideas and feedback about all aspects of the Site. Housing Plus stores feedback that users send to us. This feedback may be used to administer and refine the service we provide.
- b. If you have any complaints about our dealings with your personal information including any breaches by us of any Australian Privacy Principles or any questions regarding this Privacy Statement you are able to submit that

complaint or query by contacting us using the methods detailed in the "Contact" paragraph below. Any complaints received by us will be referred to our compliance team for prompt investigation and a written response will be provided to you as soon as possible. Should you not be satisfied with the resolution of any complaints made you are able to seek further redress through the Office of the Australian Information Commissioner (see <https://www.oaic.gov.au> for further information).

10. Contact

If at any time you have any questions regarding this Privacy Statement, the practices of our Sites or dealings with our Sites, you can contact rochelle@housingplus.com.au

11. How will this privacy statement be updated?

From time to time, Housing Plus may review and update its Privacy Statement. Revised versions will be made available on our website.