



Privacy Policy

Vanni Hope
ABN: 19614675231



2020



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Our Policy

Vanni Hope is committed to protecting and securing the privacy and confidentiality of your personal information. Importantly, Vanni Hope must comply with the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth) (the **Privacy Act**).

We take your privacy seriously and make all efforts to protect your personal information from misuse, interference and loss; and from unauthorised access, modification or disclosure.

This Policy contains information about Vanni Hope's collection, use, disclosure and storage of personal information, including sensitive information, and how individuals may access and correct personal information that we hold.

Scope

This policy applies to all Vanni Hope members, contractors, consultants, external organisations, volunteers (including unpaid workers) and interpreters who, in the course of their work, are involved with and have access to Vanni Hope information.

Purpose

The purpose of this policy is to provide an overview of the expectations for the maintenance of the privacy principles as they apply to Vanni Hope information.

Responsibilities of Directors & Members

1. To ensure that all the members are aware of the requirements of this policy and that they have access to appropriate material about their privacy obligations;
2. To ensure that the members are responsible for the management and use of personal information, and that they have the skills and support they need to effectively comply with privacy law;
3. To ensure that the development and modification of information technology systems comply with privacy law; and
4. To adhere to this policy and notify any other members of any potential breaches of the policy.

Statement

This policy provides specific expectations on how Vanni Hope ensures that personal and health information of children and individuals are collected, stored and used in accordance with the Australian Privacy Principles (**APP's**). The policy provides members with guidelines for complying with the Privacy Act and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) acknowledging the responsibility of Vanni Hope to ensure that the privacy of individual information is protected.



Common Law and Professional Obligations - Confidentiality

The common law allows a disclosure to be made in the public interest' where the disclosure is necessary to prevent a serious risk of harm. This recognises that there will be circumstances where the public benefit of the information being disclosed is sufficient to outweigh the public interest in maintaining confidentiality, such as where disclosure is permitted where there is a serious and imminent threat to the life, health or safety of an individual, or a serious threat to public health or public safety.

Remaining Anonymous

You have the option of not identifying yourself, or using a pseudonym, when dealing with Vanni Hope, for example, to make an enquiry or complaint. However, in circumstances where we are required or authorised to deal with an identified individual by or under law, or where it is impracticable for us to deal with you anonymously or pseudonymously, this option will not be available to you.

What kinds of personal information do we hold?

Personal information held by Vanni Hope includes, but is not limited to:

- Personal contact details such as names, addresses, information about citizenship, dates and places of birth of our members, our donors, volunteers, contractors and organisations;
- Financial information provided (e.g. bank account or credit card details) by our members, our donors, volunteers, contractors and organisations;
- Employment history details of our members, our donors, volunteers, contractors and organisations;
- Information in relation to our beneficiaries (including names, address, financial and employment history) that are relevant to the design and implementation of our projects; and
- details provided by individuals.

Sensitive information held by Vanni Hope includes but is not limited to photographs used for identification purposes, for example, identity on passports, police checks, and personal bank account information.

In this policy, personal information and sensitive information has the meaning given to these terms in the Privacy Act.

How we collect personal information

Vanni Hope collects personal information only by lawful and fair means. It is our usual practice to collect personal information directly from you or your authorised representative when you deal with us by telephone, letter, email, face-to-face or online. We do not collect your personal information when you only browse our website <http://kaverikalmandram-vannihope.org/>.



We may collect personal information from another source including a third party where you consent, where it is unreasonable or impractical to collect the information only from you or where we are required or authorised to do so by law.

How we use your personal information

When personal information is collected, Vanni Hope makes every reasonable attempt to inform individuals why information is being collected, to whom the information will be disclosed and the purposes for which the information is to be used. In general, the purposes for which Vanni Hope collects personal information include:

- to process any donations, you may send to Vanni Hope;
- to send to you information about Vanni Hope including newsletters, updates and information on projects;
- to update you if Vanni Hope has information that may affect your support;
- to confirm who you are when you contact Vanni Hope;
- to keep you informed about Vanni Hope's work including by mail, email, SMS or telephone;
- to respond to your questions, comments, compliments or complaints;
- to analyse donor activity in order to improve our effectiveness including for quality assurance; and
- to report on our activities including producing the Annual Report.

How we store and protect personal information

We take steps to protect the personal information we hold against misuse, interference and loss; and from unauthorised access, modification or disclosure. These steps include password protection for electronic files, securing paper files in locked cabinets and physical access restrictions.

How we use and disclose personal information

Your personal information will only be used and disclosed for the purpose for which it was collected, or otherwise in accordance with the Privacy Act. The following are some examples of how we may use and disclose personal information:

- in a crisis overseas, we may use personal information provided by family members to locate, identify and assist Australians in distress. We may disclose personal information to other agencies and bodies directly involved in the crisis response;
- if you apply for sponsorship, the personal information provided will be used to assess your request and administer the programme if you are successful. We may disclose your personal information to Australian educational institutions; and
- if you apply and are successful in receiving a grant, we are required by law to pass on your personal information to the Australian Taxation Office.

Complaints

If you are concerned about Vanni Hope's handling of your personal information, then please contact one of the members, and send your complaint in writing to either the mail or email addresses listed below in how to contact us.



If you make a complaint, we will gather as much relevant background information as possible in the circumstances. In order to assist Vanni Hope in its consideration of your complaint please provide as much information as possible in describing how you think your privacy has been interfered with, including:

- What happened;
- When it happened (including dates);
- What personal information of yours was affected;
- Who did it (include individual names if known);
- How and when you found out about it;
- Your contact details; and
- Any other relevant information, including what, if any, outcome you might be expecting from the complaint process.

If the alleged privacy breach involves personal information which does not belong to you, we will ask you for evidence that you have authority to act on behalf of the person whose information is in issue before proceeding any further. Your complaint will be considered by a Director who has not been involved in the conduct about which you are complaining.

We will provide a written response to your complaint. If a breach of the APPs has been identified as a result of your complaint, we will advise you of the findings and proposed follow up action which may include, for example, an apology, revised security or storage arrangements, or amendments of processes and procedures to prevent similar situations arising.

How to contact us

Australia

Ranjan Sivagnanasundaram (Vanni Hope)
136 Dean Street
Strathfield South, NSW 2136
Phone: +61 428 138 232
Email: ranjan@vannihope.org
Web: <http://vannihope.org>

Sri Lanka

No 7, 1st Lane, Epitamulla Road
Pita Kotte, Postcode: 10100
Sri Lanka
Email: contact@vannihope.org
Web: <http://vannihope.org>



From time to time, we will review and revise this Privacy Policy. We reserve the right to amend this policy at any time and any amendments will be notified by posting an updated version on our website.

