

PRIVACY POLICY

V2.0 Adopted 15th February 2024



PURPOSE

The purpose of this policy is to set out Wildcare Tasmania's approach to maintaining privacy of personal information collected from individuals. This policy is to inform individuals whose personal information Wildcare collects and to guide the actions of staff, volunteers, and contractors (and their staff) doing work for Wildcare.

DEFINITIONS

Personal information

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable. Examples of personal information include a person's name, contact details, date of birth, gender, health information and sensitive information.

Health information

Health information is personal information about:

- an individual's health (including illness, disability, or injury at any time); or
- an individual's expressed wishes about future provision of health services to the individual or a health service provided, or to be provided, to the individual; or
- other personal information collected to provide, or in providing, a health service to the individual.

Sensitive information

Sensitive information is personal information about an individual's racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of a political association, professional or trade association or trade union, sexual orientation or practices or criminal record.

CRM system

CRM system is short for customer relations management system.

POLICY

Personal information (other than health information and sensitive information)

Wildcare collects name and contact details directly from individuals, along with personal information relevant to registering for, or taking part in, activities organised for Wildcare volunteers.

Wildcare collects directly from individuals' details of their credit cards connected with transactions via the Wildcare website, such as payments for membership fees, donations, branch fundraising and purchases through the shopping facility on the website.

The collection of personal information is done mainly through the Wildcare website, but also in communications between Wildcare branch leaders and people volunteering for activities organised by those branches.

Personal information, except credit card details, collected through the Wildcare website is held in Wildcare's CRM system.

Wildcare uses personal information it collects for communicating with and providing services to members, facilitating membership of branches, participation by volunteers in Wildcare activities, recording volunteers' participation in those activities and facilitating transactions especially via the Wildcare website. Wildcare will not use personal information for any other purpose.

Wildcare branch leaders use the personal information of members in their branch for the purposes of communicating with them about Wildcare matters and organising, recording and reporting on branch activities. Branch leaders should only access records of their people within their branch and only for those purposes. (Branch leaders are appointed or accepted by the membership of their branches.)

Wildcare branch leaders may disclose personal information about participation in branch activities to managers of the land where those activities occur and to others with responsibilities for safety of participants, for the purposes of management of the land and health, safety and insurance of participants.

Credit card details collected through the Wildcare website for transactions are encrypted and disclosed to a financial services provider for the purpose of the transaction concerned but are not used by Wildcare for any other purpose or held by Wildcare.

Wildcare will facilitate any other access to personal information on a need-to-know basis and only for the purpose of conducting Wildcare-related business. For example, volunteers assisting in the Office would not ordinarily have access to membership information, unless it is necessary as part of a targeted fundraising or communications campaign, website development and/or membership statistical trends analysis.

Access by third party to personal information – web hosting

Wildcare engages the services of a web hosting company, that by the nature of the services, has full administrator access to Wildcare's CRM system.

Access for correction of personal information held

By logging in through the Wildcare website, Wildcare members can see the personal information held about them in Wildcare's CRM system. Members can amend this information (except information about past payments and events) directly once logged in, or send an email to memberservices@wildcaretas.org.au requesting update.

Fundraising and privacy

Wildcare maintains a list of fundraising contributors, which contains names and contact details. This information is maintained securely and used only for fundraising purposes (including sending thank-you messages, newsletters, grant reports or stories about prospective fundraising needs).

Grant applications

Wildcare collects personal information from applicants for grants from its Tasmanian Nature Conservation Fund, using forms on Wildcare's website. This information is collected, held, used and disclosed for the purposes of making decisions about awarding grants and for administering grants (including paying them). Personal information necessary to pay grants to individuals is disclosed to Wildcare's bank for the purpose of paying them.

Health information

Wildcare branch leaders may occasionally collect health information directly from individuals volunteering for activities organised by the branch, for the purpose of assessing a prospective volunteer's suitability for the activities and ensuring the information is available to provide health services in case a volunteer suffers injury or sickness.

This health information will be held securely and not be accessible to any other person, other than those making assessment decisions for volunteering activities and providing safety-related or health services.

The vast majority of volunteering by Wildcare members is on land managed by the Tasmanian Government or local councils. Where activities are under the volunteer management of a land manager, the land manager, not Wildcare, is responsible for risk assessment and therefore collection of health information.

Sensitive information

Wildcare does not routinely collect sensitive information. Wildcare would only receive sensitive information if an applicant for either a paid or volunteer role chose to provide this information to Wildcare in an application. Wildcare does not disclose applications to any other person or organisation without the consent of the individual.

Disclosure to overseas recipients

Wildcare is not likely to disclose personal information (including health information or sensitive information) it collects to overseas recipients.

Destruction of personal information that is no longer needed

Personal information (including health information or sensitive information) must be destroyed if it is no longer needed for a purpose for which it may be used or disclosed under the Australian Privacy Principles and there is no legal requirement to keep the information.

Complaints about a suspected breach

If any person has a complaint about a suspected breach by Wildcare of privacy laws, they should contact ceo@wildcaretas.org.au in the first instance. The CEO will investigate and attempt to resolve the issue.

If the CEO is unable to resolve the matter to the satisfaction of the person making the complaint the matter will be referred to the Wildcare Board.

Remedies may include an apology, amendment to policies and procedures and/or training.

Wildcare will comply with privacy laws about data breaches.

Consequences of a breach

Each breach will be assessed according to its circumstances. In the event of minor and/or accidental breaches, training and/or a warning may be provided. In the event of a wilful breach, consequences may include one or more of the following:

- disciplinary action;
- termination of branch leadership and associated access to Wildcare's CRM system;
- in the most serious instances, termination of employment or revocation of Wildcare membership (which will prevent access to the database);
- legal proceedings.

AUTHORISATION

V2.0 Approved [15 Feb 2024]

V1.0 Approved 14 August 2020.

Next Review Date 15 December 2024