



## Privacy Policy

This policy applies to all employees, volunteers and visitors of the Watsonia Neighbourhood House, and outlines our ongoing obligations in respect of how we manage Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

## Statement of Policy

### Personal Information

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone numbers and emergency contact names and phone numbers, as well as images.

This Personal Information is obtained in many ways including by telephone, email and via contact and email subscription forms on our website [www.watsonianh.org.au](http://www.watsonianh.org.au), from our social media channels, from membership and registration forms.

Our building has exterior security cameras installed which may capture the image of an individual on our premises. We also take photographs and video footage at some of our events.

We collect your Personal Information for the primary purpose of providing services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure, such as through referrals to professional services. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

You may unsubscribe from our mailing list at any time by clicking on Unsubscribe.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion such as an individual's racial or ethnic origin, political opinions, religious beliefs, health information, genetic data, criminal record, and sexual orientation. We do not collect or store Sensitive Information.

### Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

### Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

We will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

### Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

### Related policies

[Code of Conduct and Child Safe Statement](#)

[Bullying and Harassment Policy](#)

[Concerns, Incidents and Complaints Policy](#)

### Policy status

This policy was endorsed by the Committee of Governance on 11 September 2025. This policy is effective from 11 September 2025.

The date the policy is due for review no greater than three years from the date of endorsement.

The Committee of Governance is responsible for reviewing this policy.