



Privacy Policy

Volunteering North Queensland Inc. Privacy Policy (Privacy Act 1st December 2001)

Volunteering North Queensland Inc. strives to act with the highest integrity and offer the best possible service to volunteers, Organisations and all people who access the Centre's services.

To provide the highest standard of service to all of its stakeholders, from time-to-time Volunteering North Queensland Inc. needs to collect personal information. It is therefore important that individuals are confident that their personal information entrusted to Volunteering North Queensland Inc. is treated with the appropriate degree of privacy.

Personal information is any information from which an individual's identity can be reasonably determined.

Why Volunteering North Queensland Inc. Collects Personal Information

Collecting personal information is essential to delivering a quality service to Volunteering North Queensland Inc. clients and customers. This includes being able to make appropriate matches between potential volunteers and organisations or events and provide a quality improved Education program as a Registered Training Organisation. If Volunteering North Queensland Inc. does not collect personal information, it is unable to provide effective referral and education services as well as support and manage its own volunteer staff.

How Volunteering North Queensland Inc. Collects Personal Information

Potential service users and/or course participants are asked to complete an application or interview sheet in a number of ways. These include the Internet, Phone or face-to-face interviews, or via the general post. Course participant's enrolment details and course assessment data is also collected and stored in accordance with Volunteering North Queensland Inc. Education Units' Learning Records Policy.

Personal information collected by Volunteering North Queensland Inc. would always be done with the individual's consent and where possible this would be in writing. Personal information is not disclosed to any other person or group other than Volunteering North Queensland Inc. unless the individual has consented in writing. From time to time Volunteering North Queensland Inc. may update an individual's personal information. This would be done by contacting the individuals or when the individual contacts Volunteering North Queensland Inc. to make any changes or update their personal information.

How Volunteering North Queensland Inc. Secures Personal Information

The protection of personal information is a priority to Volunteering North Queensland Inc. All reasonable precautions to safeguard personal information from misuse, unauthorised access, modification or disclosure are taken.

Hard copy records of personal information are kept in Volunteering North Queensland Inc.'s filing systems and or on a computer database. When personal information is no longer required or out-of-date, it is deleted from Volunteering North Queensland Inc.'s systems, and or securely destroyed.

Individuals may request access to any information that Volunteering North Queensland Inc. holds about that individual.

Volunteering North Queensland Inc. may need to make contact with an individual who has accessed a service provided by Volunteering North Queensland Inc. for the purpose of follow-up, evaluation or further business with that individual. The nature of any further contact with Volunteering North Queensland Inc. will always be subject to agreement from the individual.

Volunteering North Queensland Inc. Privacy policy and procedures will be constantly reviewed and updated in accordance to any changes in the law.

An individual has the right to complain about a breach of privacy by lodging their concern or complaint with Volunteering North Queensland Inc. If there is no satisfactory outcome the individual can contact the federal privacy commissioner on phone 1300 363 992 or write to Director of Complaints, Office of the Federal Privacy Commissioner, GPO Box 5218, Sydney NSW 1042.