

The Northern Suburbs Community Legal Centre Inc (**we, our, us, the Centre**) recognise the importance of privacy and safeguarding your personal information. This document is our privacy policy and it tells you how we collect and manage your personal information.

We respect your rights to privacy under the *Privacy Act 1988 (Cth)* (**Act**) and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

Nothing in this Privacy Policy intends to invalidate, disregard or otherwise supersede any law, regulation, rule or otherwise under the *Legal Profession Act (2008) WA* or its subsidiary legislation.

What is your personal information?

The term "personal information" has the meaning given to it in the Act

It refers to any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are identifiable from it, it will be considered personal and confidential information.

How and what information are we collecting?

We may collect the following types of personal information:

- name; age or birth date;
- mailing, street, and/or email address;
- telephone and/or fax numbers;
- any additional information that you provide to us through our websites or to one of our staff members/volunteers.
- We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website through the use of *cookies*.

We usually collect your personal information directly from you, or from a body that holds such information, which can include:

- Your access and use of our website;
- during conversations with our staff; or
- when making enquiries with a third party who may hold such information e.g. Credit reporting agencies

What happens if we can't collect your personal information?

If you do not provide us with personal information that has been reasonably requested of you some we may not be able to provide you the services or information sought.

Why are we collecting your information?

We collect personal information about you so that we can best do our job, and provide you with accurate advice. This can include when:

- we provide services and information to you;
- to comply with record keeping requirements governed by the *Legal Profession Act 2008 (WA)*;
- for the administrative, marketing, and/or research purposes of the Centre; and
- to keep your contact details up to date.

Who can we disclose your information to?

We may share your personal with:

- our staff and volunteers, contractors or service providers, IT systems administrators, electronic network administrators;
- with any organisation if consented to by you;
- a Court or body of competent jurisdiction, to comply with a lawful request for information

Can you request access to your information?

You can ask to access any personal information we hold at any time by contacting us (see the details below). Where we hold information that you are permitted to access, we will try to provide you with suitable means of accessing it. We may charge an administrative fee for doing so.

Security

Sometimes we cannot guarantee you access to your personal information. For example, if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will provide written reasons. We require photo identification for release of documents with personal information. You can request that we update your personal information at any time.

We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed in accordance with the *Legal Profession Act 2008 (WA)*. Your client file may be stored on a secure cloud platform hosted at an Australian data centre. We may from time-to-time provide anonymised data to research entities who host data in servers located overseas

Complaints and Contact

If you believe that your privacy has been breached, please contact us immediately in writing. We will inform you whether we will conduct an investigation, who will be investigating, and once able, the outcome. More information can be found in our grievance procedure brochure nsclegal.org.au/complaint

For all enquiries

Systems Coordinator
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info@nsclegal.org.au