



Brotherhood of St Laurence - Collection Notice (general)

Purpose

This Collection Notice sets out the matters described in Australian Privacy Principle **(APP)** 5.2 (as part of the Privacy Act 1988 (Cth)) as they relate to Brotherhood of St Laurence ABN 24 603 467 024 **(BSL)** when we collect personal information about you.

Types of Personal Information that we Collect and Purpose of Collection

We primarily collect personal information about our clients, supporters, customers and suppliers for the purposes of conducting our usual activities and operations, including securing donations or support, conducting research, developing and delivering services to, and advocating for, individuals and families, with our ultimate aim being the alleviation and prevention of poverty.

The types of personal information that we collect will depend on the circumstances and may include information about your name, contact details, interests, family and other relationships, details of the services or products we have provided to you or that you have enquired about, details about you to assist in managing our relationship with you, as well as any other personal information provided by you in forms and documents. In some cases, this may include personal, demographical and medical information for the purpose of providing health and clinical services. We may also request and collect information pertaining to Working With Children Checks, Police Checks and driving qualifications and history. We also record details of our interactions with you, including any contact we have with you in person, by email, online or on the telephone.

If you have made a donation to BSL, please clearly indicate to us if you prefer to remain anonymous.

We may also use your personal information to:

- identify you;
- maintain and update our records;
- continuously evaluate, develop and improve our programs and services;
- assess the effectiveness of our services and programs;
- plan for future programs and services;
- conduct research;
- manage and train our people;
- comply with necessary business and accounting standards;
- respond to lawful information requests from government agencies, courts or lawyers;
- protect our lawful interests; and
- respond to your queries or concerns.



We may also use your personal information to provide you with ongoing promotional materials and marketing communications about BSL, our events, programs, products, services and fundraising initiatives by telephone, email, online or by other means and to invite you to events. When we contact you seeking your support, we are trying to raise public awareness of our programs as well as to provide our supporters with current information on social justice issues of the day. Please remember that you are under no obligation to respond to our promotional materials and marketing communications unless you would like to and are able. You can ask us at any time not to contact you anymore for these purposes.

If you do not provide the necessary personal information, we may not be able to provide you with the products, services or information that you have requested from us or that we think may be of interest to you.

How we collect personal information

We may collect information about you in a number of circumstances, including when you:

- apply to receive our assistance or services;
- engage with us by receiving and/or purchasing our products and services; provide feedback or request information from us;
- apply for a job or volunteer position, or conduct work for BSL
- make a donation;
- attend or participate in event or activities;
- order from the Brotherhood Books website or join the Brotherhood Book Club; or
- join a mailing or contact list.

Generally, we collect your personal information from you directly. In some cases, however, we will collect information about you from a third party, for example, if another person makes a donation to BSL on your behalf, purchases goods or services from us on your behalf or engages with us on your behalf in the course of providing services to you. We may also receive information about you from third parties such as statutory authorities and health professionals.

Sharing your personal information

We may disclose your personal information with your representatives and our third party service providers who perform tasks on our behalf, for example data processing and storage services, providers of payment processing services, banking services, professional services (including legal, accounting and business consulting), research, e-commerce providers, tele-services, payroll, staff benefits, training, website or technology services, marketing service providers and transport and mailing services that send our letters or other deliveries.

Those third parties will be permitted to access only the personal information they need to deliver the product or service to BSL or to you.



If you are a client, then we may sometimes disclose personal information to government agencies and health professionals for purposes such as informing decisions about funding and medical care. In doing so, we will take into account the provisions of relevant laws (such as the Aged Care Act, if applicable).

If you have applied for a position with us, we may exchange your personal information with your referees, police, Centrelink, recruitment consultants, academic institutions, screening check providers, health service providers, professional and trade associations, previous employers and law enforcement agencies.

Some of the third parties described above may be located in, or may disclose your personal information to the persons in other countries such as the USA, New Zealand, and the UK. By agreeing to this Collection Notice, you accept that we will not be accountable for such third parties and persons under the Privacy Act and you may not be able to seek redress under the Privacy Act for their conduct. Please note that in many cases those parties will be subject to other privacy and confidentiality obligations requiring them to protect personal information.

We are not otherwise likely to disclose your personal information unless you or third-party service providers are located overseas, or it is with your consent, or the disclosure is required or authorised by law.

The privacy and collection practices of entities to which we disclose personal information are governed by their own privacy policies and collection notices.

We will not otherwise disclose information about you unless the disclosure:

- is required or authorised by law; or
- you have consented to our disclosing the information about you.

Privacy Policy

BSL understands that you value your privacy and wish to have your personal information kept secure. For these reasons, we place a high priority on the security of the personal information that we hold. BSL has developed a Privacy Policy to inform you of how we manage your personal information and maintain its integrity and security.

BSL's Privacy Policy is available for you to access on our website and can be accessed here <https://www.bsl.org.au/footer-menu/privacy-policy/>. You can also request a copy to be sent to you using the contact details below.

Our Privacy Policy contains information about how you may access the personal information that we hold about you and seek the correction of such information, if you believe it to be incorrect.

The Privacy Policy also contains information about how you may complain about a breach of the APPs and how we will deal with such a complaint.



Brotherhood
of St Laurence

Working for an Australia free of poverty

Contact Us

Email:

privacy@bsl.org.au

Post:

Privacy Officer

Brotherhood of St Laurence

67 Brunswick Street

Fitzroy Victoria 3065