

Privacy Policy

This Policy was last reviewed and updated on: 2 July 2024

Privacy Policy

ARC Justice values and respects the privacy of the people we interact with. ARC Justice is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations.

This Privacy Policy describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

What is personal information?

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable.

What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us and what you choose to share with us.

The personal information we collect about you may include your:

- name
- mailing or street address
- date of birth
- email address
- phone number, and
- details about your enquiry.

Under certain circumstances, ARC Justice may need to collect sensitive information about you, for example your health information or prior interaction with the justice system. We will only collect this information with your consent, and, where possible, we will give you the option of interacting with us anonymously. However if you elect to remain anonymous it may limit how we can assist you.

How do we collect your personal information?

We collect your personal information directly from you when you:

- interact with us over the phone
- interact with us in person
- interact with us online
- participate in surveys or questionnaires
- subscribe to our mailing list, or
- apply for a position with us as an employee, contractor or volunteer.

How do we use your personal information?

We will only use your personal information for the purpose for which you are seeking assistance. Primarily this is to provide you with information, advice, casework support or advocacy. If we would like to use your personal information for a secondary purpose, such as research or systemic advocacy, we will only do so with your express consent.

One exception to the above is that we are permitted under law to disclose your personal information to protect an individual from serious and imminent harm.

Disclosure of personal information to third parties

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- our third-party service providers (for example, our IT providers), or
- our professional service providers, such as auditors

We ensure that all third-party or professional service providers maintain practices enforcing their legal obligations to protect your privacy.

Transfer of personal information overseas

Some of the third-party service providers we disclose personal information to may be based in or have servers located outside of Australia, including in Asia Pacific and United States of America.

Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. We will only disclose to overseas third parties if:

- you have given us your consent to disclose personal information to that third party; or
- we reasonably believe that:
 - the overseas recipient is subject to a law or binding scheme that is, overall, substantially similar to the APPs; and
 - the law or binding scheme can be enforced; or
- the disclosure is required or authorised by an Australian law or court / tribunal order.

How do we protect your personal information?

ARC Justice will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises, databases and records
- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you
- having technological measures in place (for example, anti-virus software, fire walls), and
- Comply with legal and regulatory requirements.

Online activity

Cookies

The ARC Justice website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website(s) before, so we can distinguish you from other users of the website. This improves your experience and the ARC Justice website.

We do not use cookies to identify you, just to improve your experience on our website. If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected.

Website analytics

Our website uses google analytics. Although this data is mostly anonymous, it is possible that under certain circumstances, we may connect it to you.

Direct marketing

We may send you direct marketing communications and information about our services, opportunities, or events that we consider may be of interest to you if you have requested or consented to receive such communications. These communications may be sent in various forms, including mail, text or email, in accordance with applicable marketing laws, such as the *Australian Spam Act 2003* (Cth).

You may opt-out of receiving marketing communications from us at any time by following the instructions to "unsubscribe" set out in the relevant communication or by contacting us using the details set out in the "How to contact us" section below.

Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

How to access and correct your personal information

ARC Justice will endeavour to keep your personal information accurate, complete and up to date.

If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting us using the contact details below. We will usually respond within seven days.

Links to third party sites

ARC Justice's website may contain links to websites operated by third parties. If you access a third party website through our website, personal information may be collected by that third party website. We are not responsible for the privacy policies or the content of any third party provider or website. Third party providers are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

Enquiries and complaints

For enquiries or complaints about how ARC Justice handles, processes or manages your personal information, please contact us through the contact details below. Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to seven days for ARC Justice respond to your enquiry or complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with ARC Justice's response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint.

How to contact us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

Email

admin@arcjustice.org.au

Telephone

Free call: 1800 450 909

Post

Attention: ARC Justice Privacy Officer

Addresses:

- 171 Hargreaves Street, Bendigo VIC 3550
- Suite 1/1 High Street, Shepparton VIC 3630