



## PRIVACY INFORMATION SHEET

This information sheet explains how Shoalcoast Community Legal Centre (Shoalcoast) meets our obligations under the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles*.

### What is personal information?

*Personal information* is any information that can be used to identify someone. *Sensitive information* is a subset of personal information. Both personal and sensitive information is defined in the *Privacy Act 1988 (Cth)*.

### What personal information does Shoalcoast collect and hold?

The type of information collected will depend on the nature of your interaction with us.

For example, if you:

- *seek legal assistance*, we may collect your name, your contact details, your financial details and information about the matter you are seeking assistance with
- *make a donation to Shoalcoast*, we may collect your name, your contact details, the amount and frequency of your donation and your payment details
- *attend an event facilitated by Shoalcoast*, we may collect your name, your organisation (if applicable), your contact details, payment details and details of your dietary and/or accessibility requirements
- *participate in a survey*, we may collect your name and your contact details, and we will collect your survey responses
- *send us an enquiry*, we may collect your name, your contact details and the details of your enquiry
- *make a complaint*, we may collect your name, your contact details, the details of your complaint, information collected in any investigation of the matter and details of the resolution of the complaint
- *apply for a role at Shoalcoast*, we may collect the information you include in your application, including your cover letter, resume, contact details and referee reports.

### How does Shoalcoast collect your personal information?

Shoalcoast collects personal information directly from you unless it is unreasonable or impracticable to do so. This may occur in person; by letter, fax, email or telephone; on hard copy forms; through the website; from referring or third parties (with consent); and at events or forums.

### What happens if Shoalcoast can't collect personal information?

The nature of Shoalcoast's work is that, generally, it is not possible to provide services or deal with individuals in an anonymous way. For example, if a client does not provide Shoalcoast with the personal information described above, we may not be able to provide legal services to that client, or to provide information about services. We are required to collect your name, address, date of birth and other personal information relevant to providing you with legal advice under the *Legal Profession Act 2004 (NSW)* and the *Legal Profession Regulation 2005 (NSW)*.

### For what purposes does Shoalcoast collect, hold, use and disclose personal information?

Shoalcoast collects, uses and discloses personal information for the following purposes:

- to assess whether a client is eligible for assistance and provide legal services, referral or non-legal assistance to clients
- to answer enquiries and provide information or advice about Shoalcoast's services
- to recruit staff, contractors and volunteers
- for planning, quality control and for the creation of anonymous case studies
- for use in monitoring and assessing Shoalcoast's services,
- to process and respond to any complaints, and
- to comply with relevant laws, rules, regulations, and other lawful and binding determinations.



## To whom may Shoalcoast disclose your information?

Shoalcoast may disclose your personal information to:

- employees, volunteers, contractors or service providers for the purposes of providing legal services, fulfilling requests by clients, and to otherwise provide services to individuals (including IT systems administrators, and professional advisers such as accountants, solicitors, barristers and consultants)
- any organisation for any authorised purpose with your express (written) consent
- other third parties where required by law or in accordance with legal profession laws.
- Shoalcoast does not use direct marketing, or provide personal information to other organisations for the purposes of direct marketing. Shoalcoast does not disclose personal information to anyone outside Australia.

## Accessing and correcting personal information

You may request access to any personal information Shoalcoast holds about you at any time by contacting Shoalcoast. Where Shoalcoast holds information that you are entitled to access, we will try to provide the information to you in a timely way.

There may be instances where Shoalcoast cannot grant access to the personal information: for example, if granting access would interfere with the privacy or breach the confidentiality of others. If that is the case, Shoalcoast will give you written notice, outlining the reasons for the decision and letting you know what the available complaint mechanisms are.

If you believe personal information Shoalcoast holds about you is incorrect or incomplete, you may ask us to amend it. If we agree with the request, we will take reasonable steps to correct that information. If we do not agree, you may ask that Shoalcoast add a note to the personal information about you stating that you disagree with the information, and Shoalcoast will take reasonable steps to do so.

If Shoalcoast corrects personal information about you and has previously disclosed that information to another agency or organisation that is subject to the Privacy Act, you may ask Shoalcoast to notify that other entity and Shoalcoast will take reasonable steps to do so, unless this would be impracticable or unlawful.

## Complaints

If you believe your privacy has been breached, contact our service. Shoalcoast treats all complaints confidentially. Shoalcoast tries to resolve all complaints in a timely, fair and reasonable way. The process for complaints is found in our *Information Sheet for Clients – Steps for Making a Complaint*. This Information sheet can be found on our website and in hard copy in our reception at 80 Bridge Road or by email at [info@shoalcoast.org.au](mailto:info@shoalcoast.org.au).

## How to contact us

If you wish to access any personal information we hold about you, correct your personal information, find out more about how we deal with personal information or complain to us about a breach of your privacy, please contact:

Centre Manager  
Shoalcoast Community Legal Centre  
PO Box 1496 NOWRA 2541  
Phone: (02) 4422 9529  
[info@shoalcoast.org.au](mailto:info@shoalcoast.org.au)

## Additional privacy information

You can get more information about privacy in Australia by visiting the website of the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992.

## Feedback:

If you have feedback to provide to Shoalcoast Community Legal Centre, please contact us at [info@shoalcoast.org.au](mailto:info@shoalcoast.org.au) or **1800 229 529** or connect via our website [www.shoalcoast.org.au](http://www.shoalcoast.org.au)