

This information sheet explains how South Coast & Country Community Law (SC&CCL) 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 do we 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, we may collect your name, your contact details, the amount and frequency of your donation and your payment details
- attend an event facilitated by us, 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 with us, we may collect the information you include in your application, including your cover letter, resume, contact details and referee reports.

How do we collect your personal information?

We collect 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 we can't collect personal information?

The nature of our 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 us 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 do we collect, hold, use and disclose personal information?

We collect, use and disclose 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 our 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 our services
- to process and respond to any complaints
- to comply with relevant laws, rules, regulations, and other lawful and binding determinations.

Who may we disclose your information to?

We 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.

We do not use direct marketing, or provide personal information to other organisations for the purposes of direct marketing. South Coast & Country Community Law does not disclose personal information to anyone outside Australia.

Accessing and correcting personal information

You may request access to any personal information that we hold about you at any time by contacting us. Where we hold 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 we 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, we 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 that we hold 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 we add a note to the personal information about you stating that you disagree with the information, and we will take reasonable steps to do so.

If we correct personal information about you and have previously disclosed that information to another agency or organisation that is subject to the Privacy Act, you may ask us to notify that other entity and we 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. We treat all complaints confidentially. We try to resolve all complaints in a timely, fair and reasonable way. The process for complaints is found in our Information Sheet for Clients – 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@scclaw.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:

Manager
South Coast & Country Community Law
PO Box 1496 NOWRA 2541
Phone: (02) 4422 9529
info@scclaw.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 or 1300 363 992.

Feedback:

If you have feedback to provide to South Coast & Country Community Law, please contact us at info@scclaw.org.au or 1800 229 529 or connect via our website www.scclaw.org.au

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