

SCARF's Privacy Policy (Privacy Act 1st December 2001)

SCARF strives to act with the highest integrity and offer the best possible service to volunteers, organisations and all people who access the Centre's services.

To provide the highest standard of service to all of its stakeholders, from time- to time SCARF needs to collect personal information. It is therefore important that individuals are confident that their personal information entrusted to SCARF is treated with the appropriate degree of privacy.

Personal information is any information that an individual's identity can be reasonably determined.

Why does SCARF collect personal information?

Collecting personal information is essential to delivering a quality service to SCARF's clients and users. This includes being able to make appropriate matches between potential volunteers and programs or events. If SCARF does not collect personal information, it is unable to provide effective referral and education services as well as support and manage its own volunteer staff.

How does SCARF collect personal information?

Potential volunteers are asked to complete a written application form and attend an interview in person or over the telephone. Volunteer's application details and any assessment data is also collected and stored in accordance with SCARF's Volunteer Policy.

Personal information collected by SCARF would always be done with the individual's consent and where possible this would be in writing. Personal information is not disclosed to any other person or group other than SCARF unless the individual has consented in writing. From time to time, SCARF may update individual's personal information. This would be done by contacting the individual or when the individual contacts SCARF to make any changes or update their personal information.

How does SCARF secure personal information?

The protection of personal information is a priority to SCARF. All reasonable precautions to safeguard personal information from misuse, unauthorised access, modification or disclosure are taken.

When personal information is no longer required or out-of-date, it is deleted from SCARF's systems, and or securely destroyed. Hard copy records of personal information are kept in SCARF's filing systems and or on a computer database.

Individuals may request access to any information that SCARF holds about that individual.

SCARF may need to make contact with an individual who has accessed a service provided by SCARF for the purpose of follow-up, evaluation or further business with that individual. The nature of any further contact with SCARF will always be subject to agreement from the individual.

SCARF's Privacy policy and procedures will be constantly reviewed and updated in accordance with any changes in the law.

An individual has the right to complain about a breach of privacy by lodging their concern or complaint with SCARF. If there is no satisfactory outcome the individual can contact the Federal Privacy Commissioner on phone 1300 363 992 or write to Director of Complaints, Office of the Federal Privacy Commissioner, GPO Box 5218, Sydney NSW 1042.