

<b>Privacy policy</b>	Effective Date	July 2023
	Next Review Date	July 2025
	Sponsor	Company Secretary
	Approval	Board

### 1. PURPOSE

AAVA is committed to responsible and respectful use and protection of personal information, in compliance with the Privacy Act 1988 (Cth) and the [Australian Privacy Principles](#).

Under the Privacy Act 1988 (Cth) Australian Academic Volunteers Abroad (AAVA) has obligations as to how it deals with personal information it collects (being information or an opinion about a reasonably identifiable person, whether true or not). The following policy provides an overview of how we are meeting these privacy compliance obligations.

Protecting privacy is important to AAVA. The purpose of this policy is to convey why we may collect personal information, the purposes for which we may use that information and to whom we may disclose it.

### 2. SCOPE / PERSONS AFFECTED

This policy covers AAVA's handling of personal information collected from members of our community from time to time.

### 3. POLICY

Collection, storage, use and disclosure of personal information

#### *What is personal information?*

AAVA only collects personal information that is relevant to our work. Personal information means information or an opinion about a reasonably identifiable person, whether the information or opinion is true or not, and whether recorded in a material form or not. Personal information may include identifying information (name, gender, date of birth, and passport details), contact details (address, email address and/or phone number), information about relevant education and work experience, passport and banking information and information about an individual's emergency contacts and immediate family members or next of kin.

AAVA may collect personal information from an individual when:

- the contact us for any reason, including to enquire about volunteering, initiatives, bequests or career opportunities;
- they apply for a volunteer or employment role with AAVA;
- they post or comment on our social media pages;
- they subscribe to our newsletter or make a donation via our website – [academicvolunteers.org.au](http://academicvolunteers.org.au); or
- they share feedback or make a complaint.

#### *Why do we collect, use and disclose personal information?*

AAVA collects personal information in order to fulfil our core work recruiting and placing volunteers, and fundraising. To help us be effective, efficient and informed, we also collect information to

ensure a complete and accurate record of an individual's history of engagement with AAVA. For example, we often use personal information to keep our donors and stakeholders updated with AAVA's work, to provide information about opportunities to support AAVA, or to notify of available volunteering roles through our programs. An individual can be removed from any mailing lists or subscriptions at any time.

In some instances, it may be necessary to pass on some of the information that is provided to appropriate third parties such as:

- the Department of Foreign Affairs and Trade (DFAT) and other Australian Government departments or bodies, or other relevant donors or clients;
- subcontractors of DFAT and other relevant AAVA stakeholders who assist in the implementation and evaluation of volunteer programs;
- overseas government departments or authorities;
- overseas partner universities;
- providers of police checks or other background checks;
- health service providers; or
- our insurers and auditors.

For personal information relating to safeguarding or fraud incidents, we may use or disclose this information to investigate and take appropriate action in response to the incident, for example with the relevant authorities. This may involve disclosing the information to other police and law enforcement, or to government agencies or regulators, for compliance with our reporting obligations.

We occasionally require external suppliers to assist us in our activities and may provide personal information to them in order to enable those services to be undertaken. When we do so, we reiterate the expectation that personal information shared with suppliers will be securely stored and destroyed when no longer required. In any case where we need to share personal information with a third party, we'll ensure this is done securely and only for the purposes outlined above.

#### *Using limited personal information for promotional purposes*

AAVA may also use a limited amount of personal information for:

- the purposes of evaluating and promoting its programs, which may include public relations or public advertising (such as magazines, brochures, media releases or events);
- inviting participation in alumni and mentoring activities.
- members of the public through promotion of AAVA's programs; and/or
- volunteer alumni, other AAVA program participants and prospective program participants.

When this limited use of personal information is proposed, AAVA will seek prior consent.

#### *Storage of personal information*

AAVA actively seeks to ensure that all personal information we collect is protected from misuse, unauthorised access, modification or disclosure.

AAVA has systems in place to ensure that personal and sensitive information is stored securely.

AAVA also stores its data using third-party providers with servers located in Australia and overseas.

#### *Notifiable Data Breaches*

The Privacy Act stipulates reporting and management requirements for certain data breaches. An 'eligible data breach' occurs when personal information held by AAVA is lost or subjected to unauthorised access, modification, disclosure or other misuse or interference and the access disclosure or loss is likely to result in serious harm to the individual to whom the information relates.

#### *Accessing personal information and making complaints*

At all times, we will take care to ensure that personal information is dealt with in accordance with the Privacy Act.

Individuals have the right to request access to personal information that we hold about them, and request that their personal information be corrected or deleted.

If an individual wishes to have their personal information deleted, AAVA will take all reasonable steps to delete it unless we need to keep it for legal, auditing or internal risk management reasons.

An individual can also make a complaint about how AAVA has dealt with their personal information. To do so, please write to or email the AAVA Company Secretary regarding any request for access, correction or to make a complaint.

All privacy related correspondence should be directed to:

Company Secretary

Australian Academic Volunteers Abroad Ltd

2 Yarra Bank Court

Abbotsford VIC 3067

Email: [admin@academicvolunteers.org.au](mailto:admin@academicvolunteers.org.au)

Complaints can be made to the Office of the Australian Information Commissioner if a response from AAVA is not received within 30 days, or if an individual is unsatisfied with how AAVA has dealt with a complaint. More information can be found at this link: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>.

#### **4. EVALUATION AND PERFORMANCE MEASUREMENT**

AAVA is committed to ensuring that policy, systems, procedures and processes are fit for purpose and to that end undertakes a process of continuous review in relation to privacy and the Australian Privacy Principles. In line with this, this policy will be reviewed at least once every 2 years.

#### **CONTACTS**

For questions about this policy, contact the board at [admin@academicvolunteers.org.au](mailto:admin@academicvolunteers.org.au).