

Privacy Policy for Maranguka

Approval

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Related Documents	Code of Conduct Confidentiality Policy Statement of Commitment to Child Safety Statement for Child Safety Risk Management Framework, Policy and Procedure

Introduction

Maranguka values the privacy of all our clients, staff and stakeholders and we are committed to the protection of any personal or sensitive information. We work hard to adhere to the Australian Privacy Principles (APP) as they are set out in the Privacy Act 1988. We are also bound to protect privacy as a service provider for government agencies.

The purpose of this policy is to explain:

- The types of information we collect and hold
- How we collect this information and how we store it safely
- Why we collect and store your information and how we use it, including any disclosures
- How you can access your personal information
- How you can ask us to change your information if it is incorrect or how you can make a complaint about a privacy breach

This policy will also ensure Maranguka meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients and staff.

Scope

This policy applies to all staff, volunteers and board members of Maranguka, in all work environments and across all programs and services.

The policy will be reviewed as part of the Quality Management Framework, or as required by any changes or statutory obligations.

Definitions

Term	Definition
Data Breach	An incident where personal ,sensitive, or confidential information is accessed in an unauthorised way, or by an unauthorised person. Can be digital, paper, or verbal, accidental (eg receiving an email meant for someone else), intentional (eg deliberately reading a client record that is not on your caseload) or malicious (eg theft for a purpose).
Personal Information	Information or an opinion about an identified individual or an individual that is reasonably identifiable, that can be true or untrue and in any format. Core principle is whether the information points to a single and specific person.
Sensitive Information	Personal information that is considered sensitive or has potential to be used for or cause harm if disclosed. Can include health information, information about race, sexuality and religion, as well as other information

Policy Principles

1. Collection of Personal Information

Types of Personal Information

Some of the types of personal information we may collect and hold about you are:

- Identification information, such as name, date of birth, contact details, gender, government identifiers, place of birth, Aboriginality, immigration details
- Family details such as language spoken at home, marital status, children/dependents and their details, living arrangements, emergency contacts
- Employment and education details
- Financial details such as bank accounts, credit card details, income details
- Identification information for children under 18 in your care, or directly referred, for services delivered to them or for their benefit

We may also need to collect sensitive information about you. Sensitive information can include health information, information about a person's racial or ethnic origin, religious beliefs or affiliations, membership of a professional association, membership of a political association, membership of a trade union, sexual orientation or criminal records.

We only collect sensitive information if:

- You consent to the collection of the information AND it is relevant to the services or functions of Maranguka; or
- It is required under Australian law or a court/tribunal order; or
- The collection is otherwise permitted under the Privacy Act.

We may collect personal or sensitive information about you for the purposes of research. We will only collect this information if you are informed about the purpose of the project and you consent to participate. You always have the right to withdraw from the research and copies of any subsequent publications will be made available to you.

How and when your Personal Information is Collected

We will usually collect personal information from you directly, unless it is unreasonable or impractical to do so. We may collect information when you:

- Contact us or enquire about a service
- Start receiving a service, and throughout your time accessing a service
- Apply for a vacant position with Maranguka
- Volunteer with us
- Supply us with goods or services
- Give feedback or make a complaint

Sometimes, when necessary, we may collect your personal information from third parties. These may include, but are not limited to:

- Parents, guardians or authorised representatives
- Schools
- Medical or health organisations
- Government departments or agencies
- Relatives
- Referees

If we need to collect information about you from a third party, we will usually seek your permission beforehand, if possible.

Sometimes it may be possible for you to request anonymity, where your information is not identifiable such as for data or research, however, service provision usually requires access to personal information.

2. Use or Disclosure of Personal Information

We collect personal information so that we can provide services to participants and run our business activities. When we collect information from you, we will explain to you why we need it and what we will do with it. We will not use or disclose your information for any other purpose unless:

- You have given consent
- You would expect us to use or disclose the information
- It is required under an Australian law or court/tribunal order
- The use or disclosure is otherwise permitted under the Privacy Act

Maranguka does not use your personal information for direct marketing for any sales or costed offers, however, we may contact you if there is a service we feel you may wish to engage in.

3. Storage and Security of Personal Information

Your information may be stored electronically and/or in hard copy. Stored information is protected from unauthorised access using user log-ons, passwords, multi-factor authentication, lockable filing cabinets and other access restrictions such as permissions.

We conduct regular auditing of access to personal information as part of our Quality Management Framework. Where information is stored with a third-party storage provider, we will take reasonable steps to ensure the third party meets our obligations under the Privacy Act.

If we no longer need your personal information and we are not required to retain it under Australian law or court/tribunal order, we will destroy or de-identify it.

Personal or sensitive information held about children or other vulnerable people will also be subject to the same security and will not be disclosed unless it is required by Australian law or to enable service provision as agreed.

4. Accessing and Correcting Personal Information

You have the right to request access to your personal information and can ask us to correct or update information that we hold about you. You can do this by contacting our office. We will usually allow access, however, under Australian privacy laws, there are some circumstances where we may refuse access to certain information.

If we correct your information and this has been previously disclosed to a third party, you can ask us to notify the third party as well. We will take reasonable steps to notify them, unless it is impractical or unlawful.

If we refuse you access or refuse to correct information, we will notify you in writing of the reason and how you can make a complaint if you want to. You can also ask us to make a note that your information is out of date, incomplete or inaccurate to anyone who may view the information.

5. Privacy for interviews and personal meetings or discussions

Maranguka will always attempt to ensure your privacy is maintained when discussing sensitive information or personal matters, by providing a private space to do so.

6. Data Breach

Any data breaches will be dealt with in accordance with our Data Breach Policy and the requirements of the Office of the Australian Information Commissioner's Notifiable Data Breach Scheme.

7. Making a complaint

If you have any concerns about how your personal information has been handled, we encourage you to contact us directly, either over the phone, via email or face to face.

For information about making a complaint, or providing feedback, see our Complaints Policy.

8. Review of this Policy

This policy will be reviewed as part of the Quality Management Framework, at least annually or as required by changes to Australian law, service guidelines or changes to the organisation or related policies.

Roles and Responsibilities

Role	Responsibility
CEO	Development and Implementation of this policy Completion of incident management, data breach notifications and complaints management where required
Managers	Completion of incident management on data breaches where required Ensuring all staff are aware of and are implementing the policy
All Staff	Comply with the policy
