



## Privacy Policy

The Board of Kinship Alliance Australia is committed to protecting the privacy of personal information that the organisation collects, holds and administers.

Personal information is information which directly or indirectly identifies a person.

Kinship Alliance Australia collects and administers a range of personal information via a Board of Directors, appointing and supporting staff and volunteers, providing a service to kinship care families, and advocating for recognition and support for kinship care families.

The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Kinship Alliance Australia recognises the right of individuals to have their information administered in ways they would reasonably expect – both protected and accessible to themselves. While not bound by the Privacy Act 1988 (Cth), due to our small size (under \$3 million in annual turnover), our Privacy Policy is compliant with this Act voluntarily. The organisation has adopted the following principles as minimum standards in relation to handling personal information.

Kinship Alliance Australia will:

- Collect only information which the organisation requires for its primary functions;
- Ensure that stakeholders are informed as to why the information is collected and how the information gathered is administered;
- Use and disclose personal information only for the organisation's primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access;
- Provide stakeholders with access to their own information, and the right to seek its correction.



## Privacy Procedures

### ***Responsibilities***

The Chair of the Board is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review this policy as necessary.

Kinship Alliance Australia will:

- Ensure stakeholders are aware of Kinship Alliance Australia's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on Kinship Alliance Australia's website.
- On request by a person, let the person know what sort of personal information about them it holds, for what purposes, and how it collects, holds, uses and discloses that information.

### ***Collection of personal information***

Kinship Alliance Australia will:

- Only collect information that is necessary for the performance and primary function of Kinship Alliance Australia.
- Only collect health information about an individual if the information is necessary to provide a health service to the individual and the individual has given express consent.
- Collect personal information only by lawful and fair means and not in an unreasonably intrusive way.
- Notify stakeholders about why the information is collected and how it is administered.
- Notify stakeholders that this information is accessible to them.
- Collect personal information from the person themselves
- If information is collected for research purposes via surveys, provide a Plain Language Statement to potential respondents explaining for what purposes the information collected will be used and how it will be handled, deidentified, and stored.
- Kinship Alliance Australia will ensure that the following conditions are satisfied:
  - information collected relates solely to the Affiliates, Supporters of Friends of the organisation or to individuals who have regular contact with it in connection with its activities;
  - at or before the time of collecting the information, Kinship Alliance Australia will inform the individual whom the information concerns that it will not disclose the information without the individual's consent; and
  - the collection must be necessary for the establishment, exercise or defence of a legal or equitable claim.

## ***Use and disclosure***

Kinship Alliance Australia will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For any other uses, Kinship Alliance Australia will obtain consent from the affected person.
- Only use or disclose the personal information in relation to a secondary purpose, where:
  - a secondary purpose is related to the primary purpose and the individual would reasonably have expected it to be used for that purpose; or
  - the person has consented; or
  - certain other legal reasons exist and are justifiable under the circumstances, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- use personal information collected from a person for direct marketing only when the person has given express consent (e.g. a story on the website, or a submission to government or a funding body).
- In any direct marketing communication (e.g. newsletters or requests for information about issues of concern for kinship carers), mention that individuals may request not to receive any further direct marketing communications.
- Provide all individuals with access to personal information except where it is a threat to life or health or it is authorised by law to refuse.
- Each written direct marketing communication with individuals must set out Kinship Alliance Australia's business address, telephone number, address or email address at which the organisation can be directly contacted electronically.
- Where sensitive information needs to be reported for accountability or research purposes, it will only be reported in a fully deidentified manner.
- If Kinship Alliance Australia has sufficient reasons to believe that an unlawful activity has been, is being or may be engaged in, and the disclosure of personal information becomes a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities, the organisation may make such disclosures.
- Kinship Alliance Australia may further disclose personal information if its disclosure is mandated by an enforcement body or is required for the following:
  - the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law;
  - the enforcement of laws relating to the confiscation of the proceeds of crime;
  - the protection of the public revenue;
  - the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct;
  - the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

For the purpose of this Clause, Kinship Alliance Australia must make a written note of the use or disclosure.

### ***Storage of personal information***

Kinship Alliance Australia will:

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorised access, interference, unauthorised modification or disclosure.
- Ensure that Kinship Alliance Australia's data is up to date, accurate and complete.

### ***Data Quality***

Kinship Alliance Australia will take reasonable steps to ensure the information Kinship Alliance Australia collects is accurate, complete, up to date, and relevant to the functions we perform.

### ***Access and Correction***

Kinship Alliance Australia will:

- Recognise and uphold the right of individuals to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.
- If the individual and Kinship Alliance Australia disagree about whether the information is accurate, complete and up to date, and the individual asks Kinship Alliance Australia to associate with the information a statement claiming that the information is not accurate, complete or up to date, Kinship Alliance Australia will take reasonable steps to do so.
- Kinship Alliance Australia will provide to the individual its reasons for denial of access or a refusal to correct personal information.
- Kinship Alliance Australia can withhold the access of an individual to their information if:
  - providing access would pose a serious and imminent threat to the life or health of any individual; or
  - providing access would have an unreasonable impact upon the privacy of other individuals; or
  - the request for access is frivolous or vexatious; or
  - the information relates to existing or anticipated legal proceedings between the organisation and the individual, and the information would not be accessible by the process of discovery in those proceedings; or
  - providing access would reveal the intentions of the organisation in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
  - providing access would be unlawful; or
  - providing access would be likely to prejudice an investigation of possible unlawful activity.
- If Kinship Alliance Australia decides not to provide the individual with access to the information on the basis of the above-mentioned reasons, Kinship Alliance Australia will consider whether the use of mutually agreed intermediaries would allow sufficient access to meet the needs of both parties.

### ***Destruction and de-identification***

Kinship Alliance Australia will:

- Destroy personal information once is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.

- On request of a person whose information Kinship Alliance Australia holds, change information to a pseudonym or treat it anonymously.
- Only destroy records in accordance with the organisation's Records Management Policy.

### ***Identifiers***

- Kinship Alliance Australia will:
- not adopt as its own identifier of an individual an identifier that has been assigned by any third party. It may however adopt a prescribed identifier by a prescribed organisation in prescribed circumstances.
- not use any government-related identifiers for the transfer of personal information unless they are reasonably necessary for the functions of the organisation.
- not use or disclose the identifier assigned to an individual by a third party unless:
  - the use or disclosure is necessary for the organisation to fulfil its obligations to the agency; or
  - the use or disclosure is by a prescribed organisation of a prescribed identifier in prescribed circumstances.

### ***Anonymity***

Kinship Alliance Australia will allow people from whom personal information is being collected not to identify themselves, or to use a pseudonym, unless it is impracticable to deal with them on this basis.

### ***Date Breach***

In the unlikely event of a data or privacy breach, response will be guided by the Alliance's Data Breach Response Plan.

### ***Making information available to other organisations***

Kinship Alliance Australia can release information to third parties where it is requested by the person concerned.

### ***Associated policy***

Records Management Policy.

Data Breach Response Plan.

## **Appendix**

### ***Information about Kinship Alliance Australia's Privacy Policy***

#### **Your privacy is important**

This statement outlines Kinship Alliance Australia's policy about how the organisation uses and manages personal information collected by it.

Kinship Alliance Australia is not bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012, as it has a turnover of under \$3 million. However the organisation operates in accordance with the principles of the Privacy Act as a standard of good practice.

Kinship Alliance Australia may, from time to time, review and update its Privacy Policy to take account of new laws and technology, changes to Kinship Alliance Australia's operations, and practices and to make sure it remains appropriate to the changing legal environment.

#### ***What kind of personal information does Kinship Alliance Australia collect and how does Kinship Alliance Australia collect it?***

Personal information may be collected in the course of providing a service to kinship carers or their families, or people who work with kinship families, or engaging staff, volunteers or contractors.

The type of information Kinship Alliance Australia collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Supporters: Name, address, email address, phone number and carer or professional status
- Affiliated Organisations: Name, address, email address, phone number and position of person approving affiliation
- Other newsletter recipients: Name, address, email address, phone number and carer or professional status
- Board members: Name, address, email address, phone number and carer or professional status
- Details of people inquiring about services for kinship care families via the Helpline, including details about their personal and family life.
- Short stories about kinship carers – details with express permission of the carers.

#### ***Collection of personal Information***

Kinship Alliance Australia will generally collect personal information held about an individual by email, paper forms or verbally in person, online or phone communications. People inquiring about the organisation's services have the right to seek to deal with us anonymously or using a pseudonym, but in such cases it may not be practicable to provide a service to you apart from a general responses to your enquiry.

### ***Records of employees, volunteers, job applicants and contractors***

Kinship Alliance Australia has an obligation of confidentiality to employees, volunteers, job applicants and contractors, and will treat their personal information as if the Privacy Act applies.

Where Kinship Alliance Australia receives unsolicited job applications these will be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

### ***How will Kinship Alliance Australia use the personal information you provide?***

Kinship Alliance Australia will use personal information it collects for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to personal information of job applicants, staff members, volunteers and contractors, Kinship Alliance Australia's primary purpose of collection is to assess applicants, to engage a suitable person for the job, and to provide people so engaged with supervision and support.

Other purposes for which Kinship Alliance Australia uses personal information include for insurance purposes and to satisfy Kinship Alliance Australia's legal obligations.

Kinship Alliance Australia may use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. We will always obtain your consent to use sensitive information as the basis for any direct marketing.

### ***Who might Kinship Alliance Australia disclose personal information to?***

#### ***Why would we disclose personal info to anyone?***

Kinship Alliance Australia may disclose personal information, including sensitive information, held about an individual to a State or Territory Child Protection authority

- if the Chair of the Board considers that a child or young person is at risk, and
- anyone you authorise Kinship Alliance Australia to disclose information to.

### ***How does Kinship Alliance Australia treat sensitive information?***

Sensitive information refers to information relating to a person's health, racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual orientation or criminal record.

Sensitive information will be used and disclosed only for the purpose for which it was provided; unless you agree otherwise.

### ***Management and security of personal information***

Kinship Alliance Australia's staff are required to respect the confidentiality of personal information and the privacy of individuals.

The organisation protects the personal information it holds from misuse, loss, unauthorised access, modification, interference or disclosure, by various methods including locked storage of paper records and passworded access rights to computerised records.

The organisation has a Data Breach Response Plan which would be followed in the unlikely event of a privacy or data breach.

### ***Accessing and updating personal information***

Under the Commonwealth Privacy Act an individual has the right to obtain access to any personal information which Kinship Alliance Australia holds about them and to advise the organisation of any perceived inaccuracy.

### ***How long will Kinship Alliance Australia keep my information?***

The Australian Privacy Principles require Kinship Alliance Australia not to store personal information longer than necessary. Personal information that is no longer required will be deidentified or destroyed.

### ***Enquiries and privacy complaints***

For further information about the way Kinship Alliance Australia manages the personal information it holds or to make a complaint, contact the Board Chair. We will respond to your concern as soon as possible, and within 30 days at the latest. If you are not satisfied with our response to your complaint you can refer your complaint to the Office of the Australian Information Commissioner <https://www.oaic.gov.au/>

**Approved March 2025**