



Community Support Services Privacy Notice

For the purpose of this Privacy Notice, The Salvation Army means The Salvation Army (being the unincorporated religious and charitable association), The Salvation Army (Victoria) Property Trust (ARBN 143 615 169 Incorporated in Victoria), The Salvation Army (South Australia) Property Trust, The Salvation Army (Western Australia) Property Trust, The Salvation Army (Tasmania) Property Trust, The Salvation Army (Northern Territory) Property Trust and any organisations or bodies corporate owned or operated by any of the bodies above.

The Salvation Army, a not-for-profit organisation, is committed to upholding the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). Our Privacy Officer is responsible for ensuring that our privacy policies are adhered to and our detailed privacy policy can be accessed online at <http://www.salvationarmy.org.au/Privacy/>, by contacting our Privacy Officer on (03) 8878 4535 or by writing to us at PO Box 479, Blackburn VIC 3130. Our privacy policy includes information about how you may access and update the personal information we hold about you and details of how you can complain about a breach of the Australian Privacy Principles and how we will deal with your complaint. You have the option of not identifying yourself or using a pseudonym when dealing with us in relation to a particular matter, unless we believe it is impracticable to do so in the circumstances. If you wish to deal with us in this manner, you must tell us in writing so that we can consider if your request is practicable.

The Salvation Army collects your personal and sensitive information that we believe is reasonably necessary to provide you with the assistance you seek or to otherwise respond to your needs in a coordinated manner, both now and in the future. This may include the provision of our welfare services, social services, immediate supported accommodation services, housing services, emergency relief and other support services. By providing us with this sensitive information you consent to our use or disclosure of your information for a secondary purpose directly related to the primary purpose. Unless permitted by law, we will not use this information for any other purpose without your consent. The information we collect includes the information you provide to us on this form, any additional information you provide to our staff verbally or otherwise and any information we may need to collect about you from third parties on your behalf (if applicable). You may request access to the information we hold about you at any time by contacting our Privacy Officer. By not collecting this information we may be unable to appropriately respond to your needs and provide you with the assistance and services you seek.

In order to provide you with these services, we may need to disclose this information to organisations and individuals that carry out functions on behalf of or in conjunction with The Salvation Army. These organisations and individuals may include government agencies and public sector bodies, other community service providers, health care providers, law enforcement agencies, legal service providers and financial service providers. We may also use de-identified information (that cannot be traced back to you) for reporting, statistical and funding purposes. In order to provide you with these services, you consent to our collecting of sensitive and personal information about you from other community service providers, government agencies and public sector bodies, health care providers, law enforcement agencies, legal service providers and financial service providers.

We take your decision to access or engage our services and/or programs, as your informed consent to our collection of your sensitive information. **If you do not wish for this to occur you must tell us as soon as possible.** By providing us with this information, you acknowledge that you have read and understood this privacy notice and freely agree to provide the sensitive information referred to and/or contained in this document to The Salvation Army. You acknowledge that the information you have provided to The Salvation Army is current and you consent to the disclosure of this information to the types of organisations or individuals identified above. You undertake to notify The Salvation Army as soon as practicable if this information is no longer current or if your consent for the collection of this information is withdrawn. You acknowledge that until such time that you notify The Salvation Army that your consent is withdrawn, you agree that The Salvation Army will be entitled to presume that this consent is current and informed.