

## **By Law 5**

### **Privacy**

The Returned & Services League of Australia is subject to the Privacy Act. The following procedure is to be complied with in respect of all new Applications for Membership, regardless of membership category. All Applications for Membership contain a Privacy Agreement Clause. The Privacy Statement of the Returned & Services League of Australia is detailed below:

#### **THE RETURNED & SERVICES LEAGUE OF AUSTRALIA PRIVACY STATEMENT**

1. We recognize the importance of your privacy and are committed to protecting personal information about you which we hold. This privacy policy describes how we manage your personal information and safeguard your privacy.

##### **Collecting personal information about you:**

2. We only collect personal information that is necessary for us to perform our functions and which is provided by you in your application for Service Membership and/or in any request you make for other services.

3. The kinds of personal information we collect and hold about you will depend upon the type of services requested. However, it may include:

- a. Information you give us when you apply for membership or request a service from us;
- b. Information you give us when you apply to become a volunteer or staff member (for example, information about you received from the referees which you nominate); and
- c. Communications between us and you.

4. We also collect some information from you when you use our National or State Branch Office websites. The only personal information which we collect about you when you use our website is what you tell us about yourself, for example, by completing an online form or by sending us an email. We will record your email address if you send us an email.

##### **Using and disclosing your personal information**

5. Information provided by you will only be used in respect of assisting us to obtain the particular service for which you have requested.

6. We respect your privacy. We will only use or disclose your personal information for the purpose for which you provided it to us, unless we have your consent or it is required or authorized by law.

7. We may disclose your personal information to:

- a. Organizations to whom we outsource functions, such as information technology functions;

- b. Otherwise as you have consented; and
- c. Otherwise as required or authorized by law.

### **Access to your personal information**

8. In most cases, you can gain access to personal information that we hold about you. All requests for access to your personal information will be handled by our privacy access officer who at this point in time is the Chief Executive Officer.

9. We will deal with all requests for access to personal information as quickly as possible. Requests for a large amount of information, or information which is not currently in use may require further time before a response can be given. In some cases, consistently with the National Privacy Principles, we may refuse to give you access to personal information we hold about you. This includes circumstances where giving you access:

- a. would have an unreasonable impact on other people's privacy;
- b. would prejudice negotiations we are having with you;
- c. would prejudice an investigation of unlawful activity; or
- d. would prejudice activities carried out by, or for, a law enforcement agency.

10. If we refuse to give you access we will provide you with reasons for our refusal.

11. Generally, if you request us to do so we will amend any personal information about you held by us which is inaccurate, incomplete or out of date. If we disagree with you about the accuracy completeness or currency of a record of your personal information held by us, we will take reasonable steps to associate with that record a statement to the effect that you claim this to be the case, if you request us to do so.

### **What to do if you would like more information about the way we manage personal information or wish to complain about a breach of your privacy.**

12. You can get more information about the way we manage personal information about you which we hold by contacting your RSL Chief Executive Officer.

13. If you are concerned that we may have breached your privacy and wish to make a complaint, please contact your RSL Chief Executive Officer.

### **Changes to our privacy policy**

14. From time to time it may be necessary for us to review and revise our privacy policy. We reserve the right to change our privacy policy at any time.

15. We may notify you about changes to this privacy policy by posting an updated version on our website.