

## PRIVACY POLICY

This document sets out the principles that Nepean Food Services adopts in relation to the protection and handling of personal information.

Nepean Food Services is committed to protecting your personal information and does so in accordance with the Australian Privacy Principles (**APP**), which are set out in Schedule 1 of the *Privacy Act 1988* (Commonwealth), and any other applicable state or territory legislation.

**NOTE:** Although this information is generally applicable to all personal information collected by Nepean Food Services, it does not specifically apply to employees. Employees should contact the General Manager for specific information about their privacy. Also please refer to our Human Resources and Organisational Governance Policies.

### What is personal information?

**Personal information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

**Sensitive information** is a type of personal information and includes health information, genetics, race, political opinion or membership, religion, philosophical beliefs, union membership, sexual orientation or practices and criminal record.

**Health information** includes information or an opinion about the health, including an illness, disability or injury (at any time) of an individual, an individual's express wishes about future provision of health services to them, any health service that has been or is to be provided to an individual, any personal information collected to provide or in providing a health service, information collected in connection with a donation or intended donation of body parts, organs or body substances, genetic information that is or could be predictive of health at any time of the individual or a relative of the individual and healthcare identifiers.

### What kinds of personal information does Nepean Food Services collect?

In certain circumstances, we may collect personal information about you, for example when you contact us, ask us to provide you with services, apply for a job with us, apply for a volunteer position with us, make a donation or join our mailing list.

The type of information we collect may include (but is not limited to):

- your name and date of birth
- your contact details, such as home and email addresses, and telephone number
- information about your personal circumstances (e.g., marital status, gender, job title and relevant information about your partner and children)
- information about your background (e.g., ethnicity, languages spoken, medical history and disability information)
- Information about your health (e.g. dietary requirements, modified meals, personal health)
- driver's license, insurance documents, passports, or identity documents for police checks (for volunteers)
- bank or credit card details
- photographs (where your identity is clear or can be reasonably ascertained from the relevant image).

We may also monitor and record details of our interactions with you (including any contact we have with you in person, by email, online or on the telephone), for dispute resolution and training purposes.

Where we collect sensitive information from you, including health information, we will do so only with your consent, where you provide such information voluntarily or where otherwise authorised by law. You may withdraw your consent for Nepean Food Services to retain this information at any time. If you do not wish to provide us with this information, we may not be able to provide you with some services.

From time to time, we may also receive unsolicited information, being information that we have not taken active steps to collect. Examples include misdirected mail, unsolicited employment applications and promotional flyers containing personal information.

When we receive such information, we will decide within a reasonable period whether we could have collected it pursuant to the requirements in the APP. If we determine that we could not have collected the information, we will destroy or de-identify it as soon as practicable. Alternatively, if we determine that we could not have collected the information and wish to retain it, we will deal with this information in accordance with our obligations under the APP.

### **How does Nepean Food Services use or disclose personal information?**

The primary purposes for which we collect, hold, use and disclose personal information are to:

- provide, administer, improve and personalise our services and goods
- process donations and payments
- identify individuals
- assess applications for support or assistance
- provide support and assistance to those in need
- assess employee or volunteer applications
- appoint new Management Committee members
- undertake criminal history checks
- provide you with information about Nepean Food Services
- conduct surveys and research
- protect our lawful interests
- respond to your queries or concerns
- make referrals or request for a review of services with My Aged Care
- make referrals to other service providers
- connect / establish services with Home Care Package or NDIS service providers
- contact police / officials who may need to contact you or attend your residence.

We may also collect, use and disclose personal information in connection with lawful information requests from courts, government agencies and lawyers and in connection with suspected fraud, misconduct or unlawful activity.

If you are a consumer, donor, mailing list registrant or volunteer, we may use your personal information to provide you with ongoing promotional materials and marketing communications about our events, products, services and fundraising initiatives by telephone, email, online or by other means (unless you opt out or we are subject to legal restrictions).

We may exchange your personal information with other non-for-profit organisations and service providers, including government agencies, who may provide you with assistance or assist us with archival, auditing, accounting, legal, business, banking, payment, delivery, data processing, storage and

analysis, research, investigation, website or technology services. We may also exchange your personal information with Meals on Wheels NSW Limited if you apply to volunteer as they will undertake the criminal history check. We may also provide access to our records to government officials (or their delegates) in the conduct of quality reviews or the investigation of complaints. These government officials are required to keep all information accessed through these processes confidential. Nepean Food Services will not disclose your personal information to overseas recipients unless that country has similar privacy laws to those in Australia or you have expressly consented to the Australian requirements not applying to that disclosure.

### **How does Nepean Food Services hold and secure personal information?**

Nepean Food Services handles personal information electronically and in hard copy form, at our premises. A range of measures are implemented to protect the security of that personal information. We also take reasonable steps to destroy or permanently de-identify personal information where it is no longer needed for a permitted purpose.

In respect to any health information we hold, we will not keep it for longer than is necessary for the purposes for which it was collected.

### **How does Nepean Food Services treat information disclosed through its websites?**

#### *Using our websites*

When you visit this site, our server logs the following information:

- the type of browser and operating system you are using
- your top level domain name (for example .com, .gov, .au)
- the address of the referring site
- your server's IP address
- the date and time of your visit
- the address of the pages accessed and the documents downloaded
- If you complete the "Join Now" option, the information you provided goes to our administration email and forms are cleared once completed
- If you complete the Volunteer registration online, this information goes to the General Manager and Senior Coordinator only. Once completed, forms are cleared.

This information is used only for statistical analysis and systems administration purposes. No attempt is made to identify users or their browsing activities, except in the unlikely event of an investigation by a law enforcement agency.

#### Cookies

Like many other websites, our website may use an internet browser feature from time to time called 'cookies'. A cookie is a small data file that may be placed on a web user's computer (usually in the browser software folder) the first time that a computer visits a website that operates cookies. Cookies by themselves cannot be used to personally identify you – they only identify the computer used to visit our website and help us maintain the continuity of your browsing session by remembering your preferences for when you return. You can configure your web browsing software to reject cookies, however this may limit the functionality of our website or prevent you from accessing some parts of our website.

#### Google Analytics

We use Google Analytics to inform and optimise content based on your past visits to our website.

Google Analytics informs us of how visitors use our website based on their browsing habits, so that we can improve our website, and make it easier to find information. Google also receives this information as

you browse our website and other websites on the Google Display Network using remarketing.

If you would like to opt-out of customised Google Display Network services and Google Analytics for Display Advertising you can do so through Google “Ad Settings”. You can also use the “Google Analytics Opt-out Browser Add-on” so you are not tracked by Google Analytics.

#### Third party websites

Our website may contain links to other websites that are not owned or controlled by us. We are not responsible for the privacy practices or policies of those websites.

#### Collection of email addresses via the website

If you supply your email address via our website online forms, or subscribe to our newsletters, we will collect your email address and use it to communicate with you about our newsletters and other services we provide. Your email address will not be disclosed to any third party, organisation or individual.

### **How can you request access or amendments to your personal information or make a complaint?**

Please contact us using the details set out below if you have any queries or concerns about privacy or wish to access or correct any personal information we may hold about you. We may need to verify your identity.

If you are making an access or correction request, please provide details of the particular information you seek, to help us to locate it. If we deny any request for access or correction, we will provide our reasons. Where we decide not to make a requested correction to your personal information and you disagree, you may ask us to make a note of your requested correction with the information.

Nepean Food Services takes your privacy concerns very seriously. Where you express any concerns that we have interfered with your privacy, we will respond to let you know who will be handling your matter and when you can expect a further response.

Contact us via -

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

Phone: (02) 4733 7200

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au) and on 1300 363 992.

### **Publication of this privacy policy**

Nepean Food Services will publish and update this policy on its website <https://nepeanfoodsolutions.org.au> from time to time without notice. Therefore, you should review the terms of this privacy policy periodically to make sure you are aware of how we collect, hold, store and use personal information. We will make hard copies available on request.

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