

Privacy Statement

Authorised by Management Committee 15 July 2019

1. Clients who receive a service from us
 - a. Mackay Street Chaplaincy respect and seek to protect our client's privacy at all times. We only collect information from or about our clients that is needed to assist them.
 - b. We will only pass that information on to those who need it to assist our clients, such as other service providers (paramedics, police, taxi rank controllers and security) or as required by law.
 - c. We may also pass on information to the Police if we are concerned that a crime has been committed or is about to be committed.
 - d. We will not otherwise share any information we have collected unless we have the consent of the client.
 - e. We may record client names in our incident reports.
 - f. We may release de-identified information about the ways we assist on the streets for statistical purposes, training, case studies, and to relevant authorities.
 - g. Any information that we collect from or about our clients will be kept securely.
2. Employees and volunteers
 - a. We collect personal information about our employees and volunteers including:
 - i. Dates of birth
 - ii. Address, phone and email contact details.
 - iii. Health or medical issues disclosed by the volunteer or employee
 - iv. Emergency contact details
 - v. Bank account details
 - vi. Tax file number details
 - b. Employee and volunteer information is only used for the genuine administrative functions of Mackay Street Chaplaincy and may not be otherwise used or shared without consent.
3. General
 - a. The Privacy Amendment (Notifiable Data Breaches) Act 2017 requires us to let you know if your information is impacted by a data breach. This means we will let you know in the way we normally communicate with you, if:
 - i. There is unauthorised access to or disclosure of your information; or your information is lost and unauthorised access or disclosure is likely to occur; and
 - ii. There is a reasonable chance that this could cause you serious harm (which can include physical, physiological, emotional, economic or reputational harm); and
 - iii. We have been unable to remedy the situation in line with the Act.

If we are unable to contact any affected parties individually we will post a notification that an eligible data breach has occurred on our website.

In such circumstances we are also required to inform the Office of the Australian Information Commissioner.