



Our Mission

The St Vincent de Paul Society is a lay Catholic organisation that aspires to live the Gospel message by serving Christ in the poor with love, respect, justice and joy and by working to shape a more just and compassionate society.

Our Vision

The St Vincent de Paul Society aspires to be recognised as a caring Catholic charity offering “a hand up” to people in need. We do this by respecting their dignity, sharing our hope, and encouraging them to take control of their own destiny.

Our Services

The Society in New South Wales provides a range of services to support people in need, they include:

- Home, hospital and prison visitation
- Emergency relief assistance
- Homeless Services & Domestic Violence Refuges
- Art and recreation programs
- Vinnies Centres (Shops)
- Budget Counselling and NILS
- Mental Health services
- Overseas partnership and development
- Migrant and Refugee services
- Youth services
- Family care and support
- Disability Services
- Addiction services

Do you require more information?

Contact the Society's Privacy Officer to:

- Obtain general information about privacy rights
- Obtain a copy of Society's Privacy Policy
- Make a complaint regarding the way in which we have handled your information.

Society Privacy Officer

Address: PO Box 5,
Petersham NSW 2049

P: 02 9568 0262

E: privacy@vinnies.org.au

Office of the Australian Information Commissioner

Address: GPO Box 5218,
Sydney NSW 2001

P: 1300 363 992

E: enquiries@oaic.gov.au

Protecting Your Privacy

The Society is bound by the Australian Privacy Principles as set out in the Privacy Act 1988.

The Society will endeavour to ensure that you are informed of your privacy rights whenever you first deal with us in accordance with Privacy Principle 5 and this leaflet is one example of how we will do this.



Your Privacy

How we protect
your personal information

Information collected

The St Vincent de Paul Society, NSW recognises the importance of maintaining the confidentiality of individuals' personal and/or sensitive information. As an organisation the Society is bound by the Privacy Act 1988, the Australian Privacy Principles and the Health Records and Information Privacy Act 2002 which governs the handling of health related information in NSW.

The Society has adopted the St Vincent de Paul Society National Privacy Policy which came into effect in April 2014.

The Society performs many functions and provides a wide range of services and programs across the State. We will only collect personal and sensitive information that is necessary for us to carry out these functions and provide these services.

We collect, use and disclose personal information to provide and personalise our services to:

- assess what services you require and whether we can provide those services
- provide support and assistance to those in need
- record essential information for providing you with a service
- evaluate ongoing services provided to you
- assess applications and manage our relationship with Members, volunteers and employees
- undertake research and analysis of how services might be improved
- protect our lawful interests and respond to individual queries or concerns.

Where reasonably possible, the Society will only collect information from individuals to whom the information relates. Frequently this will be collected from interviews but it may also be collected from email, letters or other forms of communication.

We also collect information from donors, sponsors and suppliers through our relationship with them.

Use and disclosure of information collected

Your personal information is only collected where necessary to carry out a particular function or administrative activity will not be used for any other purpose.

Your personal information will only be disclosed to third parties with your consent, unless otherwise prescribed by law or in the case of a permitted general or health situation under Australian Privacy Principles 3 and 6.

If you are a Vinnies donor, mailing list recipient, Vinnies shopper or staff member we may use your personal information to provide you with ongoing promotional materials and communications about our events fundraising activities. we will do this by telephone, email or other means unless you opt out or we are subject to legal restrictions.

Storage and security of personal information

The Society handles personal information electronically and in hard copy paper form, both at our premises and with the assistance of our service providers. A range of measures are implemented to protect the security of that personal information.

We will always endeavour to take reasonable steps to:

- permanently de-identify personal information where it is no longer needed
- protect your information from loss, misuse, unauthorised access or disclosure, alteration or destruction
- ensure that information is retained no longer than is necessary
- ensure that access to either paper-based or computerised records will only be granted to Society personnel where there is a demonstrated need for this access in accordance with that individual's duties or responsibilities

- provide access to information to a law enforcement agency or other government agency if such access is legally warranted in the course of an official investigation
- Some of our service providers may be located in other countries and while they are subject to the same confidentiality and privacy obligations, they may not always follow the particular requirements of Australian privacy laws

Access to information collected

Upon request the Society will provide you with access to personal information held about you. This enables us to ensure that information is accurate, relevant, up-to-date, complete and not misleading. If the Society denies a request for access, a reason will be provided.

Complaints

If you wish to make a complaint regarding the way in which we have handled your information, please contact the Society's Privacy Officer on 02 9568 0622, or contact the Office of the Australian Information Commissioner at oaic.gov.au or 1300 363 992.

Anonymity

Where practical Individuals have the option of not identifying themselves or using a pseudonym, when dealing with the Society under Privacy Principle 2. Generally identification of people receiving assistance from the Society is required for record keeping, transparency, management and operational reasons.

