

Collecting your personal information: Volunteers

Our commitment to protect your privacy

We are committed to protecting your privacy. Our Privacy Policy is available here: www.thesmithfamily.com.au/privacy

This statement describes the personal information we collect about our volunteers and what we do with it.

What is personal information?

Personal information is any information (including opinions) that can identify you.

Why do we collect personal information about you?

We need information about you so that we can:

- Assess your suitability to volunteer
- Conduct your screening checks in line with our Child Protection Framework
- Communicate with you and manage your involvement with us
- Conduct research to better understand and connect with our volunteers.

What personal information do we collect?

We may collect information like:

- Names and date of birth
- Address and contact details
- Health information directly related to your duties as a volunteer
- If you identify as an Aboriginal and/or Torres Strait Islander Australian
- Screening and suitability results including from reference checks
- Career history, education, and qualification details
- Personal survey responses.

How do we collect and use your personal information?

The Smith Family usually collects your personal information directly from you when you give it to us, for example, when you register to become a volunteer, attend an interview, or complete screening paperwork.

You can change or access the personal information provided to us at any time.

We may also collect personal information about you from a third party, with your consent, for example in relation to a criminal history or working with children check.

Any information that is made known to The Smith Family through our screening process will remain strictly confidential.

What happens if you do not give us your personal information?

If you do not provide certain information that we request, or if you withdraw your consent, we may not be able to engage you as a volunteer or keep in touch with you.

When do we share your personal information?

Your personal information may be shared for the primary purpose it is collected, for example to screening agencies or to education departments if you are volunteering in a school environment, or if required or authorised to do so by law.

We may disclose your personal information with contractors who perform tasks on our behalf, for example mail houses that send out our newsletters. We may also share your information with researchers or others working directly with us. If we share your information in this way, we impose appropriate contractual obligations on those contractors to protect your privacy.

Keeping your personal information safe

The Smith Family has systems and processes to keep all personal information we handle safe and secure. We may store your information securely on cloud-based services, but we do not disclose it to persons located overseas.

Contacting us

Details are listed below if you would like to contact us, including to complain or update, correct, or access the personal information we hold. Our [Privacy Policy](#) contains more information about these steps.

Contact us:

Telephone (Volunteer Support Line): 1300 397 730

Email: privacy@thesmithfamily.com.au

Level 17, 2 Market Street

GPO Box 10500

Sydney NSW 2001