

Scouts Queensland Privacy Policy Statement

THE SCOUT ASSOCIATION OF AUSTRALIA QUEENSLAND BRANCH

PRIVACY POLICY

Version: April 2015

Introduction

The Scout Association of Australia, Queensland Branch Inc. (Scouts Queensland) respects the privacy of its members and those it deals with, and understands the importance you place on the protection of personal information in our care.

This Privacy Policy complies with the Australian Privacy Principles embodied in the Commonwealth *Privacy Act 1988* (as amended), effective from 12th March 2014.

This policy is binding on all staff and volunteer members as well as all formations of the organisation in Queensland (from the State level down to the local Scout Group and Section).

This information relates to our current privacy standards. We may vary our privacy standards from time to time. We will notify you of these changes by publishing them on our website - we will not separately notify you of these changes.

(a) the kinds of personal information that we collect and hold

Our membership application forms generally request information that identifies you, such as your full name and date of birth; and information that enables us to contact you such as address, phone and fax numbers, as well as email address. We may also ask for the name of your school or, if employed, your occupation, position and employer's name and address. We also like to know your hobbies and interests and whether you have any other skills that may be of use to the organisation.

We also collect from internal sources and from members; information related to events and activities they attend, training courses, appointments and qualifications related to Scouting.

In the case of youth members we also need to know the names and contact details of your parents/guardians in case we have to contact them in an emergency, or to ensure they are informed about Scouting activities, policy issues or other important matters involving their children. We may also ask for their occupation/employer details as well as their skills/hobbies and sporting/leisure activities, as our organisation relies on volunteers providing their time and expertise in a variety of areas for the benefit of our youth program. We ask parents/guardians about their willingness to support their children's activities and help out with their local Scout Group in whatever capacity they can.

We do not actively seek to collect sensitive information (for example health information or information about your racial or ethnic origin or any criminal record), unless it is necessary to satisfy the aims and principles of our organisation, or is for the care and protection of our members.

The following information, which may be considered to be of a sensitive nature, is collected but we do so in accordance with the Australian Privacy Principles:

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- Your place of birth, nationality and whether you are of a non-English speaking background is requested in order for us to identify any special needs of members from different cultures.
- Your religion/denomination (if applicable) is requested so that we can provide for the needs of members from different religious backgrounds.
- For adult leaders we request their marital status and their partner's name for the purposes of inviting partners to Scout functions and activities and to incorporate them as much as possible in the 'Scouting family'.
- Information obtained by the Criminal History Check either from the Public Safety Business Agency and/or the Queensland Police Service on potential adult members is strictly confidential, is not held electronically in any form, and is securely stored.
- We collect health and medical information, including Medicare and private health fund numbers, about youth members each time we seek parent/guardian permission for the young person to attend a Scouting activity, which provides the opportunity for more up to date data to be supplied. This data provides the organisation with relevant medical information that is essential to the duty of care that we owe the young people under our care.
- Health and medical information is also sought from adult members attending major activities and events for use in medical situations.

(b) how we collect and hold personal information

Generally, we only collect personal information about you and from you, unless it is not reasonable or practical for us to do so or with your consent. For example, Branch Support Office may collect information about you from your local Scout Group to whom you have applied to be a member. We do not collect or store information about you from individuals or organisations not connected with Scouting.

Personal information is collected and retained on past and present adult members, as well as youth members and their parents/guardians, for the primary purpose of operating Scouts Queensland.

All information collected is directly applicable to the functions and activities of Scouting in Queensland, and to the health, well-being and protection of its members.

This information is entered and stored in a centralised database located at Branch Support Office. Data may also be retained in electronic or hardcopy format by any formation of the organisation to which the individual member belongs.

We will only collect personal information in a fair and lawful manner, and then only that information which we require to manage and promote our organisation.

When you apply for membership, the application form includes statements about privacy and requests for consent. Those privacy statements refer you to this policy where more detail is available on how any information about you may be used and disclosed in relation to your membership of Scouts Queensland.

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When you apply for membership, you consent to us collecting, maintaining, using and disclosing personal information about you and provided by you or by another person in accordance with this policy.

(c) the purposes for which we collect, hold, use and disclose personal information;

By signing the membership application form you consent to us using your personal information in the following way:

- To maintain a register of our membership
- To respond to your request or help us process any request for our activities or services
- To effectively administer all activities and services that we provide to you
- To communicate with you about the activities and services that we may provide you
- To inform you of relevant internal or external activities, events, promotions or special offers that may be of interest to you
- To identify geo-demographic details of our membership for the purpose of building membership
- To ensure the safety, health and well-being of all members while they participate in Scout activities
- To carry out research, marketing or development of our products, activities and services including the surveying of members on their needs and attitudes
- To provide contact information to enable communication between members of the Movement.
- To assess the suitability of adult members to be in charge of our youth members
- To provide personal details of potential adult Leaders to the Public Safety Business Agency and/or the Queensland Police Service for criminal record checks in accordance with the State Government Child Protection Act 2000 and our Policy and Procedures.
- To direct membership enquiries to you if you are the Leader in charge of a formation
- To direct enquiries to you regarding the use or hire of a Scout property if you have been appointed for that purpose (this may include listing your name and contact details on the Scout website)
- To assess, process and investigate claims made under any insurance products we provide to you

If you have chosen to provide us with your email address, we may use that address to advise you of matters of Scouting interest as well as for communication, marketing, planning, new services or research purposes. Members have the right to opt out of these additional communications. There is also an opportunity to opt in by joining email subscription lists which will be promoted through emails and the website.

We may release information about you where there is a duty to the public to disclose that information, or where disclosure is required or authorised for law enforcement or regulatory purposes.

Scouts Queensland undertakes to give proper and responsible consideration to privacy issues associated with the introduction of new marketing methods or technology.

When you join Scouts Queensland you agree that we may use your contact/personal details to send you information about our organisation and its activities and services that we feel may be of interest to you, and to contact you from time to time to obtain your feedback about our activities and services. You also agree to the collection of sensitive data for the purposes disclosed in this policy.

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We will not use your personal information for any purpose that you would not reasonably expect us to use it for. Your information may be used to offer you other products, services and activities that will enhance our relationship with you. You may decide on joining, and at any other time by informing us in writing that you do not wish to be contacted in this way. It is assumed that existing members have given consent unless they advise us otherwise.

Scouting is essentially an organisation that is run by and for its voluntary members. Communication between members is of primary importance for its successful operation. The provision of contact details to members to allow them to make contact with other members is very important.

The provision of some personal details about members to Leaders, whose role is to supervise and in some cases assess the performance of those members, is also essential.

For these reasons, Branch Support Office and Area/Regional Office staff are authorised to provide limited personal information about a member to another member for bona fide purposes. As a general rule we do not disclose the member's work details.

We also publish a contact list showing limited personal details for a select list of senior adult members. This list is provided to all those on the list for contact purposes.

Access to personal information by non-members, except custodial parents / guardians, is not permitted. Personally identifiable data is not provided to third parties or non-members.

- Commercial use of data

There are occasions when external organisations or individuals wish to offer a product or service to members, which we consider would be beneficial, or of interest.

Subject to our approval of the organisation and the material to be sent to members, and a signed agreement between Scouts Queensland and the organisation regarding data confidentiality, Branch Support Office may provide mailing data in a secure format to that organisation, or to a mailing house on their behalf.

As with most organisations, Scouts Queensland relies on third party suppliers to conduct specialised activities such as bulk mail outs, data processing, printing etc. These agents act on behalf of Scouts Queensland and do not facilitate their own commercial agendas whilst processing your personal information. While your personal information may be provided to these agents to enable them to perform their agreed tasks, such information remains the property of Scouts Queensland at all times and the agent organisations involved are bound by specific confidentiality, non-disclosure agreements and data disposal protocols.

Scouts Queensland, its suppliers and partners also abide by the Australian Direct Marketing Association (ADMA) Code of Ethics in relation to all direct marketing and electronic marketing to members.

(d) how an individual may access personal information about the individual that is held by us and seek the correction of such information

You can request access at any time to be given a copy of the personal information we hold about you. We will process your request within a reasonable time, usually 14 days.

There is no fee for requesting access to or updating your information.

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Before giving you access to, or amending your records, either in person or over the phone, we may require you to prove your identity. We may ask you to verify your full name, membership number, date of birth and address.

Any Privacy or other enquiries can be made to the Scout Association of Australia, Queensland Branch, Inc, 32 Dixon Street Auchenflower, phone (07) 3870 7000.

We rely on the accuracy of the information that members or their formation provide us. We try to ensure that all information which we collect, use or disclose is accurate, complete and up to date. We conduct periodic internal checking procedures to ensure that as far as is practicable that the data held by us is accurate and current.

You should promptly notify us if there are any changes to your personal information.

From time to time, for the purposes of data correction, we may provide members or their formation with a computer printout of some or all personal data that we hold on a member.

We also provide an 'Individual Membership Details Change Form' to allow members to advise us of amendments.

Scouts Queensland uses many forms other than the membership application form for various operational purposes. These forms often request personal details from members, which were previously collected from their original membership application. These provide us with further opportunities to ensure our data is accurate and current.

Any amendments to member's records will be processed as soon as possible after such reports or forms are returned to Branch Support Office.

(e) how an individual may complain about a breach of the Australian Privacy Principles, or a registered APP code (if any) that binds us, and how we will deal with such a complaint;

Complaints will be resolved in accordance with the Scouts Queensland Dispute Resolution Procedure. This procedure is documented in the Queensland Branch Scouting Instructions Booklet. Complaints should initially be made in writing to The Scout Association of Australia, Queensland Branch, Inc, 32 Dixon Street Auchenflower, phone (07) 3870 7000, or by email to em@scoutsqld.com.au.

Further information about privacy rights can be obtained from The Office of the Australian Information Privacy Commissioner at www.oaic.gov.au/privacy/about-privacy or by telephoning 1300 363 992.

(f) if we are likely to disclose personal information to overseas recipients;

We do not process any data overseas.

If you are travelling to an overseas Scouting event, we may disclose personal information to overseas recipients, for the same purposes as outlined in this Policy.

(g) if we are likely to disclose personal information to overseas recipients—the countries in which such recipients are likely to be located if it is practicable to specify those countries in the policy.

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It is impractical to specify those countries in advance. We will only disclose personal information to Scouting organisations in the countries which you are visiting for Scouting events.

(h) Photographs and Images

“Photographs and images” includes still and movie film photography, video, audio and digital recordings and footage.

Scouts Queensland has an ongoing promotional program which includes publicising and developing public awareness of Scouts Queensland and the achievements of, and awards to, its members.

From time to time, as part of that promotional program, photographs and images may be taken of participants, including individual members, at Scouting activities and meetings or at other activities which members attend as representatives of Scouts Queensland. Such photographs and images may be taken by members of Scouts Queensland and / or by 3rd parties (for example: leaders and parents and other persons associated with local Scout Groups, press photographers and television camera operators).

When you (or your child) join Scouts Queensland you agree that you have no claim in copyright to, or claim to monetary compensation for, such photographs and images and that Scouts Queensland, leaders, parents and others retain the right to publish any such photographs and images for the promotional program and/or for training purposes, whether internally or externally, and to provide such photographs and images for use in newspapers, magazines, television broadcasts, in social media such as Facebook or Twitter, and on other appropriate websites or other media including for the purposes of advertising and commercial purposes. You also consent to Scouts Queensland using those photographs and images for any such appropriate purpose without the need for any further permission or consent from you.

The release or publication or electronic dissemination of such photographs and images may include the name of a member and the name of the group or formation to which that member belongs as well as some information about the activity.

This policy shall apply with the exception that any member, being an adult or with the written authorisation of their parent or guardian, not wishing their name and group/formation included with such photograph and images, shall notify their Group Leader/Leader-in-Charge in writing. In such case Scouts Queensland will take all reasonable steps to ensure that such information is not included with any photographs and images that are released.

If you have any questions or feedback on our website privacy policies please send an email to: webmaster@scoutsqld.com.au