



Privacy and Confidentiality Policy

Purpose

This policy explains how the Financial Counselling Foundation (FCF) will collect and store personal information, how information is protected, when it may be disclosed and how it can be accessed. It also explains how privacy complaints will be handled.

Background

Financial Counselling Australia (FCA) provides administrative support to the FCF and maintains records on its behalf.

Scope of policy

This policy covers information collected and held in paper files and documents as well as information held electronically. The FCF and FCA abide by the National Privacy Principles (NPP) set out in the Privacy Act 1988. These cover collection, use and disclosure, data quality, data security, openness, access and correction, identifiers, anonymity, transborder data flows and sensitive information. Further information about the Act and its application may be found at:

<http://www.privacy.gov.au>

FCF is committed to protecting the privacy and confidentiality of information it collects from grant applicants, service providers and stakeholders. FCF also commits to prompt remedial action if a breach of confidentiality should occur.

Collection and use of personal information

Personal contact details provided by organisations and individuals applying for and in receipt of FCF grants will be added to the Financial Counselling Foundation database and files stored in FCA's secure electronic files in the cloud unless FCF receives a request that this should not occur.

Personal information collected by the FCF is kept on a spreadsheet in the password protected FCA Dropbox and is not shared with any other organisation. Personal information from applicants or other stakeholders will not be used for any purpose other than the specific business of FCF.

When information is collected by the FCF, individuals and agencies will be made aware that this is the case, and for what purpose the information is being collected (NPP 1.3). Individuals listed on the FCF mailing lists may opt-out of any or all of our communications at any time.

FCF will not pass on or sell private information detailed on our databases to any other organisation or business.

Private information may be released where required by law or where the interests of the FCF require disclosure.

Grant applicants and other stakeholders included in the FCF records and databases may have access to their own personal information. This information may be requested by contacting FCF as follows:

By email:

info@financialcounsellingfoundation.org

By mail:

Level 6, 179 Queen St
Melbourne Vic 3000

Complaints

Every effort will be made to resolve a complaint around privacy quickly and effectively as soon as the FCF has been made aware of the complaint. Any complaints will be brought to the attention of the FCF Board in the first instance. If the complaint cannot be resolved at this level the complainant may choose to bring the issue to the attention of the Office of the Australian Information Commissioner.

You can contact the Office of the Australian Information Commissioner as follows:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: oaic.gov.au

Mail: Office of the Australian Information Commissioner GPO Box 5218, Sydney, NSW 2001

Related documents

Records Management Policy

Version control

Version No	Date	Comments/Changes
1	July 2018	Initial policy
2	August 2018	Minor changes to wording
3	October 2020	Minor changes to wording
4	October 2021	Minor changes to wording