

APP Privacy Policy

Homicide Victims Support Group Australia Ltd ACN 667 212 857

Homicide Victims Support Group Australia Ltd ACN 667 212 857 (**HVSGAL**) collects and uses information for the purposes of undertaking activities directed towards pursuing our charitable purpose of providing relief and assistance to those in need as a consequence of the trauma suffered from the death of a loved one by homicide. These activities include providing support, counselling and referrals to family members and advocating for family members (**Activities**).

This includes information about clients, volunteers, donors, board members and business contacts.

HVSGAL acknowledges, and will protect and uphold, an individual's right to privacy.

HVSGAL's collection, storage, use and disclosure of personal information is governed by the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (**Privacy Act**). You can access the Privacy Act [here](#).

HVSGAL has policies and procedures in place to ensure that the collection, storage, use and disclosure of personal information is done in a safe, secure and confidential manner to ensure your rights are protected.

You and your information

HVSGAL will only collect and use information that is necessary to undertake our Activities or as required by law.

HVSGAL will take reasonable steps to ensure that the information which it holds is accurate, complete and up-to-date.

HVSGAL will give an individual access to all personal information it stores about the individual in a timely manner, unless an exception applies under the Privacy Act.

Kinds of information collected

HVSGAL collects personal information about clients, volunteers, board members, business contacts and job applicants and visitors to our website for the purposes of undertaking our Activities which may include marketing and fundraising activities.

Personal information is defined in section 6 of the Privacy Act to mean "*information or an opinion about an identified individual, or an individual who is reasonably identifiable whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not*".

HVSGAL will collect and hold details of individuals which include, but are not limited to:

1. full name;
2. address;
3. contact number;

4. email address;
5. date of birth;
6. employment details; and
7. an individual's relationship with a murder victim.

Collection and storage of personal information

HVSGAL works closely with the New South Wales Police Force to be put in touch with families who have lost a loved one to homicide. To provide this support, HSVGAL receives referrals from the police of people who wish to be contacted by HSVGAL. If an individual agrees to be contacted by HSVGAL, the police will provide HSVGAL with that individual's name and contact details so that HSVGAL can reach out to the individual and provide support.

Importantly: HSVGAL will only receive (and police will only provide) personal information of individuals who have agreed to be contacted by HSVGAL.

HVSGAL will collect personal information of clients, volunteers, board members, business contacts and job applicants and sometimes visitors to our website by one of the following means:

1. By requesting information on an application form and other written forms including via HSVGAL's website, sign in at our front desk;
2. By an individual providing personal information by way of a resume;
3. By an individual updating their records with HSVGAL.

HVSGAL will store the personal information of individuals in the following manner:

1. All relevant personal information will be entered into and held on HSVGAL's electronic database maintained on HSVGAL's secure server. The database is only accessible by authorised HSVGAL staff who must have secure passwords. The server is maintained in Melbourne.
2. Personal information contained in written forms and hard copy documents is kept in safe and secure storage which is under constant video surveillance.

HVSGAL does not disclose personal information overseas.

Purpose of collection, holding, use and disclosure of personal information

HVSGAL will only collect, use and hold personal information when it is reasonably necessary for one of HSVGAL's functions or activities related to the conduct of our Activities. This includes the provision of counselling and support to family members, contacting current and former clients about our activities, fundraising, community engagement etc.

HVSGAL will not use or disclose personal information for any other purpose unless:

1. consent has been given by the individual; or

2. the individual would reasonably expect HVSGAL to disclose the information for another purpose which is directly related to HVSGAL's primary purpose of undertaking our Activities; or
3. HVSGAL is required or authorised by law and/or under the Privacy Act.

Access to and correction of personal information

You have a right to request access to your personal information that HVSGAL holds about you. There is no fee involved in making such a request.

If you would like to access your personal information that HVSGAL holds, please contact us at privacy@hvsgnsw.org.au, and we will assist you with your request.

If any of the personal information that HVSGAL holds is incorrect, incomplete or out of date, please let us know by contacting us at privacy@hvsgnsw.org.au and it will be corrected accordingly.

Complaint policy

If you have a complaint about a breach of the Australian Privacy Principles by HVSGAL in relation to your personal information, please contact us at privacy@hvsgnsw.org.au. The first step is to lodge your complaint in writing to HVSGAL. HVSGAL takes any complaint regarding the privacy of personal information seriously and will work with you to try to resolve the complaint. HVSGAL will consider and respond to a written complaint within a reasonable time (usually 30 days).

If your complaint still remains unresolved, you may take your complaint to the Office of the Australian Information Commissioner. The contact details for the Office of the Australian Information Commissioner can be found via its website located at www.oiac.gov.au and are also listed below:

Office of the Australian Information Commissioner
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Facsimile: +61 2 9284 9666
Post:

Sydney Office
GPO Box 5218
SYDNEY NSW 2001

Canberra Office
GPO Box 2999
CANBERRA ACT 2601

HVSGAL appreciates your feedback regarding our privacy policy. If you have any comments or queries, please contact HVSGAL via email on privacy@hvsgnsw.org.au

Amendments to this policy

HVSGAL may change this privacy policy from time to time. When we do make any changes, we will notify you of the changes by posting an updated version of this policy to the website.

The policy was last updated February 2025.