

PRIVACY STATEMENT CRS

CONFLICT RESOLUTION SERVICE

Your privacy is important to us

This statement outlines Conflict Resolution Service (CRS) policy on how CRS uses and manages personal information provided to or collected by it. CRS is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

CRS may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to CRS operations and practices and to make sure it remains appropriate to the changing legal environment.

WHAT KIND OF PERSONAL INFORMATION DOES CRS COLLECT AND HOW DOES CRS COLLECT IT?

CRS collects personal information relating to demographic locations, age and sex. CRS only collects information relevant to the services it provides and Australian Government reporting requirements.

PERSONAL INFORMATION YOU PROVIDE:

CRS will generally collect personal information held about an individual by way of *phone calls, forms, meetings etc.* You do have the right to remain anonymously using a pseudonym, but in almost every circumstance it will not be practicable for us to provide any services to you unless personal information is given.

HOW WILL CRS USE THE PERSONAL INFORMATION YOU PROVIDE?

CRS will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, CRS will use your personal information for direct marketing where you have provided it, direct marketing will contain an opt out solution. If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented, and which will also contain an opt out solution. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

WHO MIGHT CRS DISCLOSE PERSONAL INFORMATION TO?

CRS may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to CRS
- anyone you authorise CRS to disclose information to.

SENDING INFORMATION OVERSEAS:

CRS will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

MANAGEMENT AND SECURITY OF PERSONAL INFORMATION

CRS's staff are required to respect the confidentiality of personal information and the privacy of individuals.

CRS has in place steps to protect the personal information CRS holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and password access to computer records.

When accessing the CRS website, having cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you.

UPDATING PERSONAL INFORMATION

CRS endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by CRS by contacting the CRS at any time.

The Australian Privacy Principles require CRS not to store personal information longer than necessary.

You have the right to check what personal information CRS holds about you.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which CRS holds about them and to advise CRS of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to

access any information CRS holds about you, please contact CRS in writing. CRS may require you to verify your identity and specify what information you require.

HOW LONG WILL YOU KEEP MY INFORMATION?

Under our records management policy, your personal information that is no longer required will be de-identified or destroyed

If you believe your privacy has been breached, you may make a complaint to CRS and have it confidentially investigated and dealt with. A privacy complaint relates to any concern that you may have with our privacy practices as they relate to your personal information. This could include how your personal information is collected, stored, used, disclosed, provided or the accuracy of the information we hold.

Please contact us via:

Email: admin@crs.org.au

Post: 3.10 Griffin Centre, 20 Genge St, Canberra ACT 2601

Ph: 02 6189 0590

If your complaint is not resolved to your satisfaction you may refer your complaint to the Office of the Federal Privacy Commissioner:

Email: privacy@privacy.gov.au

Post: GPO Box 5218 Sydney NSW 2001.