PRIVACY POLICY

This Privacy Policy outlines the practices Relationships Australia NSW (RANSW) uses for handing the personal information it collects. We will update this Privacy Policy when our information handling practices change. Updates will be publicised on our website, and our staff will be advised through internal communications.

RANSW manages personal information in accordance with the Privacy Act 1988 (Cth) and, where applicable, the Health Records and Information Privacy Act 2002 (NSW).

RANSW collects personal information in order to effectively carry out internal business functions and duties and provide services and supports to members of the public. Some of these functions include:

+ managing enquiries and applications for services and supports
+ complying with requirements of funding contracts
+ responding to requests and complaints
+ processing applications for employment
+ complying with duties under state and federal legislation
+ information sharing with other entities or individuals where it is lawful to do so.

Some of the personal information RANSW collects may be considered sensitive information. The Commonwealth Privacy Act 1988 defines many types of sensitive personal information, but RANSW is likely to collect the following sensitive information about you where it is relevant to your service or support, employment, or our business:

+ racial or ethnic origin
+ religious beliefs or affiliations
+ philosophical beliefs
+ membership of a professional or trade association
+ membership of a trade union
+ sexual orientation or practices
+ criminal record
+ health information.

Personal information the organisation may collect

The term ‘personal information’ used throughout this policy has the meaning given to it in the Privacy Act and includes private and sensitive information. In general terms, it is any information that can be used to personally identify an individual and includes opinions about the person.

Examples of personal information RANSW may collect for relevant business purposes include a person’s:

+ name, age, date of birth
+ contact and emergency contact details such as email, phone number, street address
+ profession, occupation, or job title
+ financial details such as bank details, credit or debit card number, tax file number
+ information in driver licence, passport, birth certificate and other identity documents
+ health information
+ image in a photograph or video recording
+ Centrelink Customer Reference Number
+ details to assess an application for services or employment. This may include sensitive information relating to disability, Aboriginal and Torres Strait Islander identity, nationality, gender, or criminal record.

How we collect your personal information

Direct collection

RANSW aims to collect only the information required for our business functions and duties. Ordinarily we will collect your personal information directly from you. For example, we collect your contact details when you apply to access our services, apply for a job with us, or participate in a survey. If you do become a client or employee, we may then collect further personal information if we need it, directly from you, such as credit card, bank account details, or tax file number.

Indirect collection

RANSW may also collect personal information about you, including sensitive information, from third parties such as your authorised representative if you have one.

Collection of personal information via the internet

Our website

The RANSW website www.relationshipsnsw.org.au is hosted in Australia. RANSW collects personal information through this website when you provide your personal details to make an enquiry, provide feedback or make a complaint.

Social networking sites

RANSW uses Facebook, Instagram, YouTube and LinkedIn to communicate with the public about our work. When an individual interacts with our pages to 'like', 'share', or 'comment' about RANSW we are able to collect the personal information provided in that communication. Facebook and Instagram have the same privacy policy, while YouTube, and LinkedIn have their own privacy policies.

YouTube

RANSW host videos on YouTube which load from the domain www.youtube.com. The information YouTube collects about user activity is handled in accordance with the YouTube privacy policy. RANSW does not collect personal information from YouTube.

Collection of personal information via our partners

RANSW uses services of third-party provider organisations to conduct its business. We use Kinsta and HubSpot to support our website, Zoom for video and audio conferencing, Moodle to create and deliver online courses, and St George PayWay, Stripe and EFTPOS to process payments.

We also work with a number of partners to deliver our services and supports. RANSW currently partners with Wesley Mission and the Office for Responsible Gambling, Grand Pacific Health (GPH), Headspace and Wellways. These third-party organisations may collect your personal information on our behalf, act as controllers of your personal data, and retain your personal information in accordance with their own privacy policies and terms.

Unsolicited personal information

Personal information provided to RANSW that the organisation has not requested and is not likely to request, or is not entitled to hold, will be destroyed or de-identified as soon as is practicable.

Anonymity

Where practical, individuals can choose to interact with RANSW anonymously or by using a pseudonym, such as when making general enquiries about services. For most business functions though, RANSW will generally need enough personal information to allow the organisation to effectively manage the request, application, complaint, or provide the service. For some of our services and in employment we need to identify you in order to comply with legal requirements or undertake required checks. Where identification is required we will advise you at the time we collect your information.

Use of personal information

RANSW uses your personal information for the purpose it was collected and which are advised to you at point of collection, which includes:

+ performing necessary business functions and duties
+ processing job applications and student placement requests
+ analysis, business improvement, and reporting.

Business functions and duties

Examples of the use of personal information for our business functions and duties include:

+ assessing a person's needs as a client and to provide services to the person
+ financial record keeping, insurance, auditing, and accreditation purposes
+ administrative, planning, service development, and quality control purposes
+ communicating information about the organisation's work, objectives, programs, and activities
+ updating the organisation's records and keeping the person's contact details up to date
+ processing and responding to requests or complaints
+ complying with any applicable law, rule, regulation, lawful and binding determination, decision, or direction of a regulator, or in co-operation with any relevant governmental authority.

Job applications and student placement

RANSW collects your personal information when you apply for a job or student placement with us. Typically, this may include your name, address, and contact details, and application documentation. During this process we may also need to verify your identity, working visa, Working With Children Check status, and criminal history. We will not retain copies of this information but will only note in our system that the checks have been completed.

Analysis and business improvement

RANSW analyses personal information in order to improve our services. However, when we de-identify the information used for analytics, the information in the reports is not considered personal information as we remove the information that could reasonably be used to identify you.

Marketing

RANSW will not use your personal information for direct marketing. We may send you relevant information about our services and products via newsletters or email updates, but such correspondence will contain opt-out information, so if you choose to opt out your name will be removed from the relevant mailing list. To unsubscribe from any of our communications at any time please contact communications@ransw.org.au or click "unsubscribe" or "stop" if the option is available. RANSW does not provide personal information to other organisations for direct marketing purposes.

Disclosure

RANSW may disclose your personal information for a purpose other than which the information was collected in certain limited circumstances, such as:

+ where the secondary disclosure of your personal information is authorised or required by law
+ where you have provided consent to disclosure for such a secondary purpose
+ where you may reasonably expect RANSW to use it for that secondary purpose, and the information is related to the primary purpose of collection
+ where a permitted general situation exists in relation to the use or disclosure of the information to participate in or institute proceedings in courts.

Disclosure authorised or required by law

RANSW is required to provide data and reports to state and federal government funding bodies and other funders. Often the information we use to create these reports is no longer considered personal information as we remove the information that could reasonably be used to identify you. Where RANSW is required to provide your personal information to our funding bodies we will tell you and seek your consent to do so.

The NSW Children and Young Persons (Care and Protection) Act 1998 allows for the flow of information between government agencies and non-government organisations for the purposes of the safety, welfare, or wellbeing of the client. This law gives priority to the care and protection of children over the protection of a person's privacy and RANSW will share or request personal information where necessary.

Disclosure of personal information overseas

RANSW does not usually disclose your personal information that it has collected and holds overseas. When you communicate with us through a social network site such as Facebook or LinkedIn the social network provider and its affiliate companies may collect and hold your personal information overseas.

Sensitive personal information

There may be times where RANSW needs to use or disclose your sensitive personal information, but we will only do so with your consent. There are limited exceptions that allow us to use or disclose your sensitive information without your consent. These include where it is required or authorised by law, and where there is a permitted general situation, such as where we reasonably believe it is necessary to prevent or lessen a serious threat to the life, health, or safety of an individual or the public.

Information Security

RANSW protects the personal information that it holds by taking such security safeguards as are reasonable against loss, misuse, unauthorised access and use, modification, or disclosure. We reinforce with our employees their responsibilities to maintain confidentiality and protect the privacy and security of information. Access to personal information is limited to the staff who need the information for operational business purposes or to provide business services.

Storage

RANSW uses ActionHRM for human resource information management, and Microsoft systems for other digital records management. Digital records of personal information are held on servers located in Australia and RANSW retains effective control of the information. Hard copy client and employee records are held on site in locked cabinets and are sent to a document storage facility when archived. The

documents are destroyed when we are no longer legally required to keep them. Digital client and employee records are de-identified or securely destroyed when no longer needed or legally required to be retained.

Online security

As the RANSW website and email systems are linked to the internet the organisation cannot provide any assurance concerning the security of information sent or received online. There is no guarantee that information sent or received via the internet will not be intercepted during transmission. Individuals who send personal information to the organisation via online or other electronic methods do so at their own risk.

The RANSW website may contain links to websites operated by other organisations or individuals. RANSW is not responsible for the privacy policy and practices of these organisations, and users are advised to read these organisations' privacy policies.

Breaches

If a privacy or data breach does occur RANSW will act immediately to meet its obligations under the notifiable data breach (NDB) scheme under the Privacy Act. RANSW staff are required to follow the organisation's Notifiable Date Breach Procedures and immediately report and respond to any suspected or actual breach of personal information.

Accessing and correcting your personal information

You have the right to ask to access the personal information RANSW holds on you, and request that it is corrected if you believe the information that we hold is incomplete, inaccurate, or not up to date. RANSW will need to verify your identify before we give you access to your personal information or make any amendments or corrections.

All requests to access or amend your personal information will be assessed before being actioned and we will respond to you within a reasonable period after the request is made, within a reasonable period and usually within 30 days. We will notify you if we need to extend this timeframe, for example, if the request is complex.

RANSW may refuse access to all or part of your record if it would interfere with the privacy of others, or if it would reveal confidential business information, or for any other applicable reasons described in the Privacy Act. You will be notified in writing of the reasons if a refusal is made on these grounds.

If we do not agree that your personal information needs to be corrected you can ask for a note to be attached to your personal information stating that you disagree with the content of the record, and the reasons why.

Artificial Intelligence

RANSW does not use or disclose personal information on public AI platforms or use the information we hold to train large language models. We may use secure private AI tools (e.g. Microsoft Copilot and Microsoft 365 tools) for our internal processes, but these tools are used in line with RANSW's privacy and information security protocols and are subject to human oversight. We will undertake a Privacy Impact Assessment when considering purchasing or leasing any new AI tools. RANSW does not use AI for automated decision-making in our business processes. We do not use AI to make decisions that affect your rights or interests, or to carry out steps that are involved in reaching those decisions.

How to make a complaint

If you would like to make a complaint about the way the organisation handles your personal information you can email your concerns to privacy@ransw.org.au. An authorised representative of the organisation will respond to the complaint within a reasonable period, generally within 10 business days and will let you know of the expected resolution date if it appears the complaint will take longer to resolve.

Contact Us

If you wish to make an enquiry, provide feedback, or make a complaint about how Relationships Australia (NSW) has managed your personal information please email privacy@ransw.org.au. You can also write to:

Privacy at Relationships Australia NSW
PO Box 1948
Macquarie Centre,
NSW, 2113.

Document Control

Document

Document ID		Version	4.5
Date Approved	18 March 2024	Review Cycle	3 years
Supersedes		Next Review	March 2027
Executive Responsible	General Manager, Corporate Services	Author	Risk and Governance Team

Associated Documents

Forms	Data Breach Assessment tool
Related documents	Data Breach Response Procedure
Legislation	Privacy Act 1988 (Cth) Health Records and Information Privacy Act 2002 (NSW) Children and Young Persons (Care and Protection) Act 1998 (NSW)

Amendment History

Date	Sections	Amendments
12/8/2025	- Anonymity - Storage	Personal details may be required for some programs or employment checks. Reference to HubSpot and AWS removed as data is now hosted in Australia.
19/2/2026	Associated Docs	Keeping You Safe removed.
7/4/2026	Job applications Associated Docs	Reference to confirming COVID-19 vaccination status removed. Keeping You Safe added.
27/8/2026	- Storage - Business Functions	Microsoft 365 products added. Insurance, auditing, accreditation included in functions and duties.
14/9/2026		Document refresh. No material changes
16/11/2026	Collection A.I.	Collection of personal information via our partners added, hyperlinks added. Artificial Intelligence section added

RANSW reserves the right to vary, replace, or terminate this policy at any time. The current version of the policy is stored in the Policy Library in the intranet. Downloaded or printed versions of this document may not be current.