
March, 2022

External Privacy Policy

Version 1



OUR VALUES

Our values define who we are. They guide our actions and behaviour. They influence the way we work with each other, our customers and communities.



RESPECT

We are ambassadors for St John. We are respected for the work that we do and the way that we do it. We recognise our strength comes from our diversity. We have the courage to be authentic and true.



INTEGRITY

We do the right thing. We are honest and trustworthy. We are accountable for our actions and take ownership of our shared goals. We are there when you need us. You can depend on us.



LEADERSHIP

We are the custodians of our future. We enable our teams to grow and succeed. We lead by example and learn from our mistakes. Our passion and commitment engage and inspire.



COMMUNICATION

We are sincere in our voice and actions. We share ideas and listen to each other, our customers and community. We are open and transparent in all that we do.



COLLABORATION

We work best when we work together. We care for our colleagues and our community. We take initiative, generate new ideas and embrace change. We share success. Together we can make a difference.

1. INTRODUCTION

1.1. Purpose

St John Ambulance Australia (NSW) is committed to protecting your privacy and providing information and services relevant to you. St John (NSW) complies with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). This policy sets out how St John Ambulance Australia (NSW) complies with its obligations under the Privacy Act 1988. St John (NSW) is bound by the APPs which regulate how organisations may collect, store, use and disclose personal information, and how individuals may access, correct information held about them or lodge complaints regarding an organisation's compliance with the APPs. This policy should be read in conjunction with the Privacy Act and the APPs.

This Policy applies to personal information St John (NSW) may collect about you. For example, when you contact us through email, social media, telephone, through surveys, in writing or in person, apply for employment or membership, make a donation, participate in fundraising or use our services.

1.2. What is personal information?

Personal information means 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.

Sensitive information is a type of personal information and includes health information, genetics, race, political opinion or membership, religion, philosophical beliefs, union membership, sexual preference or criminal record.

Health information includes information about physical or mental health or a disability an individual has had at any time, an individual's express wishes about future provision of health services to them, any health service that has been or is to be provided to an individual, any personal information collected to provide or in providing a health service, information collected in connection with a donation or intended donation of body parts, organs or body substances, genetic information that is or could be predictive of health at any time of the individual or a relative of the individual and healthcare identifiers.

2. POLICY

2.1. Privacy Policy

The Privacy Act allows the organisation to collect sensitive information which relates solely to St John (NSW) members or people who have contact with the organisation if the sensitive information relates to the organisation's activities. We will only collect sensitive information where we have received your consent or where we are otherwise authorised by law. You may withdraw your consent for St John (NSW) to retain this information at any time.

Where you provide information to St John (NSW) in relation to an employment or membership application, the personal information you provide will only be collected, held, used, and disclosed for the purposes of considering your potential employment / membership with the organisation. Where you provide the details of referees, you confirm that you have informed the referees that you are providing their contact information to St John (NSW) and they have consented to St John (NSW) contacting them and discussing the personal information you have provided in relation to the application.

2.2. The purposes for which personal information is collected, held, used, disclosed

St John collects, holds, uses, and discloses personal information for the purposes of providing its services, conducting its business, and communicating with you. Some examples of the specific purposes for which St John collects, holds, uses, and discloses personal information includes the following:

- Identify you personally
- Provision of our First Aid Training
- Provision of Event/First Aid services
- Fundraising campaigns
- Provision of Health Services
- Provision of Patient Transport Services contacting former customers in relation to training renewals
- Managing, operating and improving St John's website
- Dealing with enquiries regarding prospective employment with St John including opportunities to provide volunteer services to St John
- Dealing with enquiries regarding St John's services
- Improving St John services
- Marketing and sale of first aid and similar products including dealing with requests from customers for the purchase of first aid and similar products.
- To make payments to you by cheque or electronic funds transfer for the purposes of refunds or other payments.

If you are a mailing list registrant, we may use your personal information to provide you with ongoing promotional materials and marketing communications about our events, products, services and fundraising initiatives by telephone, email, online or by other means.



If you no longer wish to receive direct marketing or other communications, you may request at any time to cancel your consent to such communications as follows: (1) If subscribing to an email newsletter, you may "unsubscribe" at any time from the mailing list; or (2) You may contact us at any time by mail or email directed to our Privacy Officer.

2.3. They type of information we may collect

St John (NSW) only collects personal information that is necessary for the organisation to perform its functions and/or activities. Depending upon the circumstances you may provide to St John (NSW) and St John (NSW) may collect information such as, but not limited to:

- Name;
- Contact details - address; email, telephone number
- Unique student identifier; Employer information
- Your social media details (e.g. blogs, twitter, Facebook, LinkedIn);
- Your gender;
- Your date of birth;
- Your educational qualifications;
- Your training information such as certifications;
- Vaccination status
- Your inquiry or complaint details;
- Your Bank account and/or credit card details; and
- Languages you speak.

Some personal information is considered sensitive information and includes:

- Any disabilities, illnesses, or injuries you may have; and/or
- Any other health information relevant to your inquiry

2.4. Disclosure of your personal information

St John (NSW) may disclose your personal information, in connection with or to further the purposes outlined above, to:

- Government bodies or agencies (including the Fair Work Commission, the Fair Work Ombudsman, the Australian Tax Office, ASQA, an antidiscrimination body, a work/occupational health and safety regulator, Crimtrac agency, The Commission for Children and Young People);- St John Ambulance organisations in your State or Territory if you do not reside in New South Wales
- Organisations to whom we outsource functions (including information technology providers, print service providers, marketing agencies, mail houses)
- Insurance companies where the organisation holds a policy that covers you (e.g. Workers Compensation Insurance, Public Liability Insurance etc.);
- Other regulatory bodies, such as Worksafe
- Law firms and solicitors or barristers where the organisation may engage these firms to act for a particular purpose
- Web host provider
- Auditors appointed to conduct audits in accordance with legal requirements;
- Otherwise as you have consented
- Otherwise as required by law.

If any of these organisations are located outside Australia, you expressly consent to us disclosing your personal information to those organisations.

We take reasonable steps to ensure that each organisation that we disclose your personal information to is committed to protecting your privacy and complies with the APPs, or is subject to a law or scheme that is at least substantially similar to the way in which the APP protect information. By providing your personal information to St John (NSW), you consent to us transferring your personal information to such other organisations.

2.5. Health Information

As part of administering St John (NSW) services, St John (NSW) may collect health information. For example, St John (NSW) collects health information (such as medical history or incident information) from some patients and beneficiaries of St John (NSW) services.

In transferring care to an external health care provider (i.e. jurisdictional ambulance service) the disclosure of a patient health information is permitted, as the purpose is directly related to the primary purpose of collection (patient care) and the patient would reasonably expect you to use or disclose the information for that purpose. When collecting health information, St John (NSW) will obtain consent to such collection and explain how the information will be used and disclosed. In the context of an unconscious patient or alter level of consciousness or impaired capacity, as the patient lacks capacity to consent and or is unable to



communicate consent, patient health information is able to be disclosed to another health care provider to enable continuity of clinical care.

If health information is collected from a third party (such as a doctor), St John (NSW) will inform the person the information relates to, that the information has been collected and will explain how the information will be used and disclosed. St John (NSW) will not use health information beyond the consent period unless further consent is obtained or in accordance with one of the exceptions of the Privacy Act or in compliance with another law.

If St John (NSW) uses health information for research or statistical purposes, it will be de-identified if practicable to do so.

2.6. How we hold and secure personal information

Wherever reasonably practicable, St John (NSW) holds electronic personal information on data servers that are owned and controlled by the organisation. The data servers are password protected and login secured.

Wherever reasonably practicable, St John (NSW) holds physical personal information in access- controlled premises.

When St John (NSW) no longer requires your personal information for a specific purpose and we are not required to keep it for the purpose of satisfying any legal, regulatory, tax, accounting or reporting requirements, we will take such steps as are reasonable in the circumstances to destroy your personal information or to ensure that the information is permanently de-identified. St John (NSW) may retain your personal data for a longer period in the event of a complaint or if St John (NSW) reasonably believes there is a prospect of litigation in respect to our relationship with you.

2.7. Access to and/or correction to personal information held by us

You have the right to request access to your personal information and request that it be updated or corrected. In most cases, you can gain access to the personal information that the organisation may hold. To request access to, correction of, or updating of any personal information held about you, please contact the Privacy Officer via email: privacy@stjohnnsw.com.au. Appropriate checks must be in place to identify the person and verify the information prior to any updates or correction of personal data or provision of access to personal information.

If you are making an access or correction request, please provide details of the particular information you seek, to help us to locate it. If we deny any request for access or correction, we will provide our reasons. Where we decide not to make a requested correction to your personal information and you disagree, you may ask us to make a note of your requested correction with the information.

Email: privacy@stjohnnsw.com.au Phone: 1300 360 455

2.8. Data protection

St John (NSW) takes reasonable steps to ensure confidential, personal, and sensitive information is protected from misuse and loss and from unauthorised access, modification or disclosure.

These steps include password protection for accessing our electronic IT system, securing paper files in locked cabinets and physical access restrictions. Only authorised personnel are permitted to access these details.

Whilst we endeavour to provide a secure online environment, there are inherent risks associated with the transmission of information via the internet and no data transmission over the internet can be guaranteed to be completely secure. We therefore cannot warrant the security of any information you provide to us over the internet, and you do so at your own risk.

We encourage you to play an important role in keeping your personal information secure, by maintaining the confidentiality of any passwords and account details used on our website. It is your sole responsibility to maintain such confidentiality and we will not be liable for any damage, loss or expense suffered due to such disclosure.

When personal information that we collect is no longer required, we destroy, delete or de-identify it in a secure manner. In some circumstances you can ask us to delete your data.

2.9. Data Breach

The Notifiable Data Breaches (NDB) scheme in Part IIIC of the Privacy Act requires entities to notify affected individuals and the Australian Information Commissioner of certain data breaches.

St John (NSW) has a requirement to notify individuals and the Australian Information Commissioner about 'eligible data breaches'.

2.10. Privacy Officer

St John (NSW) reserves the right to review, amend and/or update this policy from time to time. We aim to comply with the APPs and other privacy requirements to be observed under State or Commonwealth Government contracts. If further privacy legislation and/or self-regulatory codes are introduced our Privacy Policy is updated accordingly. You can obtain further information in relation to this policy or provide any comments, by contacting us:

Privacy Officer

Email: privacy@stjohnnsw.com.au

Phone: 1300 360 455



2.11. How you may complain about a breach of the APPs

If you would like to update your personal information, or have any questions, comments or concerns regarding this policy or the collection use or disclosure of personal information by St John (NSW), or if you believe that St John (NSW) has not complied with this policy or the Privacy Act, please contact the Privacy Officer at: privacy@stjohnnsw.com.au or 1300 360 455.

If you are still not satisfied, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au and on 1300 363 992.



ST JOHN AMBULANCE (NSW)

WEBSITE

www.stjohnnsw.com.au

CONTACT

1300 St John (78 5646)

ADDRESS

9 Deane Street, Burwood
NSW 2134