PRIVACY STATEMENT

POLICY STATEMENT

Protecting the privacy of the individuals we deal with is important to us. This statement explains how we manage personal information within our Centre.

The Personal Information we may collect

The personal information that we collect and hold about you will depend on how you interact with our centre. Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable whether true or not. It *may* include:

- Identifying information such as your name and date of birth;
- Contact information such as your postal address, email address and telephone number;
- Contextual information such as family type, country of birth, year of arrival in Australia, language spoken at home, occupation;
- Sensitive information such as racial or cultural background, criminal history and health information, English proficiency, need for an interpreter, or disability;
- Records of our communication with you (including any messages you send to us);
- If you make a donation, your bank account, credit card or other financial details;
- Where we provide you with legal advice, information about your matter including financial details;
- If you make a complaint, details of your complaint and information collected in any investigation of the matter and details of how the complaint was resolved;
- Where you apply for a role with us, information you include in your application including resume, contact details and references;
- Where you attend a training or other event with us, your name, organisation, contact details, payment details (where applicable) and any dietary or accessibility requirements;
- Where you register for a subscription to our publications, your name, organisation and contact details and details of the information you access in our publications; and
- Where you participate in our surveys, your name, organisational contact details and your survey responses.

Without this information we may not be able to provide you with our services or to respond to queries or requests that you send us.

How we collect personal information

We may collect personal information about you in the following ways:

- When you submit a query or request to us;
- When you provide us with information in relation to us providing you with assistance;
- When you respond to a survey that we run, attend an event we organise or fill in forms on our website;

- By tracking your use of our website (for example, by logging server addresses, top level domain names, dates and times of visits, pages viewed, documents downloaded);
- From third parties who are entitled to disclose that information to us (for example from a social worker, support worker or government department that you have authorised to provide information to us); and
- When you apply for a role with us.

How we use your personal information

We use the personal information that we collect for the following purposes:

- To enable us to provide legal services (including to assess whether you are eligible for assistance, to assess your case and to refer you to other services or arrange non-legal assistance where appropriate);
- To carry out education and training programs (including for staff and volunteers);
- To conduct research and statistical analysis relevant to our activities;
- To apply for funding and grants;
- To undertake law reform and policy work (including the creation of anonymous/deidentified case studies);
- To answer enquiries and provide information about our services;
- To recruit staff and volunteers;
- To carry out planning and quality control activities and other internal business processes;
- For use in monitoring and evaluating our services including, as part of peer review of our service and reporting to funding providers;
- To respond to any complaints or issues; and
- To comply with our legal and regulatory obligations.

We may also use and disclose your information for other purposes when you authorise us to do so or in accordance with your requests or instructions.

We do not direct market or provide personal information to other organisations for the purposes of direct marketing.

Disclosing personal information

We may disclose information about you to:

- People or organisations you have authorised us to deal with on your behalf;
- Our staff (including volunteers and contractors) who need the information to discharge their duties;
- Other community legal centre staff for file audit purposes;
- Our business providers and service providers (for example IT systems administrators);
- Professional advisers who we engage to provide advice (for example other solicitors and barristers);
- Any organisation with your express consent for any authorised purpose;
- Our funders (although personal information about you will only be disclosed to them with your

express consent);

- A court for obtaining copies of documents relevant to your matter; and
- Government authorities or other people where we are required to by law.

We will not disclose your personal information to anyone outside Australia.

We will never sell your personal information to any third party.

Security and integrity of your personal information

We take reasonable steps to ensure that your personal information that we collect use and disclose is accurate, up to date, complete and relevant. These steps include promptly updating personal information when we are advised that the information has changed.

We store personal information for as long as it is needed for the purpose for which it was collected or as required by law.

We store the personal information we collect in electronic databases some of which may be held on our behalf by third party data storage providers. Sometimes we keep hard copy records in physical storage facilities. We use a range of physical and technical security processes and procedures to protect the confidentiality and security of the information that we hold and we review and update these from time to time to address new and emerging security threats.

The steps we take to secure the personal information we hold include:

- Website protection measures (such as encryption, firewalls and ant-virus software);
- Access restrictions to our computer systems (such as login and password protection);
- Restricted access to our office premises; and
- Staff training and implementation of policies and procedures that cover access, storage and security of information.

While we take reasonable steps to protect the personal information and privacy of users of our website, we cannot guarantee the security of any information you disclose online and you disclose that information at your own risk.

If you are concerned about sending your information over the internet you can contact us by telephone on 08 93281751 or post to 98 Edward Street Perth 6000.

You can also help to protect the privacy of your personal information by letting us know as soon as possible if you become aware of any security breach.

Any links on our website to third party websites that are not operated or controlled by us are provided for your convenience. We are not responsible for the privacy or security practices of those websites.

Requesting access to and correcting personal information

If you want to access any of the personal information that we hold about you or to correct some aspect of it please contact us using the contact details below.

To protect the integrity and security of the information we hold we will take steps to verify your identity.

If you are a client, our Principal Solicitor will view your information and give approval before access is provided or copies of documents are given to you. If access can be granted this will be done as soon as practicable.

We will take reasonable steps to correct your personal information if we are satisfied that it is inaccurate, out of date, incomplete, irrelevant or misleading. If we have provided your personal information to third parties, we will also notify them of the correction if you ask us to do so unless it is impracticable or unlawful.

Complaints

If you are concerned about the way in which we have managed your personal information or think we have breached the Australian Privacy Principles or any other relevant obligation, please contact us using the contact details below. Complaints must be lodged in writing. We will deal with the complaint within a reasonable time and will keep you informed of the progress of our investigation.

If we have not responded to you within a reasonable time or if you think that your complaint has not been resolved satisfactorily you can contact us to discuss your concerns. You can also make a complaint to the Office of the Australian Information Commissioner (OAIC). OAIC contact details are on the following website: www.oaic.gov.au

Contacting us

For questions about this Privacy Statement or to make a complaint please contact:

Executive Officer
Welfare Rights & Advocacy Service
08 93281751
welfare@wraswa.org.au

Changes to this statement

We may amend this statement from time to time. The current version will be posted on our website and a copy may be obtained from us – see contact details above.

DOCUMENTATION

Authorised by	**The Board**
Current version approved	21/09/2026
Next review date	21/09/2028
Responsible person	Principal Solicitor
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