



VIETNAM VETERANS ASSOCIATION OF AUSTRALIA

VICTORIAN BRANCH (INCORPORATED)

ADMINISTRATION INSTRUCTION NUMBER 7

PRIVACY OF PERSONAL INFORMATION

Introduction

1. The purpose of this AI is to provide members with details of the Privacy Policy of the Victorian State Branch of the Vietnam Veterans Association of Australia.
2. The Vietnam Veterans Association of Australia is subject to the following legislation:
 - Privacy Act 1988 (Commonwealth Legislation)
 - Information Privacy Act 2000 (State Government Legislation)
3. Whilst placing certain responsibilities on the Association members e.g., Welfare Officers, Pension Officers, Advocates, Membership Officers, State Executives etc, the imposition is not onerous and consists mostly of common sense.

Detail

Privacy Policy

4. Under the legislation, the Victorian State Branch is required to have a Privacy Policy. It should be noted that both the Commonwealth and State legislation contain similar provisions.
5. The Privacy Policy of the Vietnam Veterans Association of Australia (Victorian State Branch) is at Appendix 1 to this AI.
6. A short summary of the Information Privacy Principles that underpin the 'Privacy Policy' are at Appendix 2 to this AI.
7. Sub-Branches need to adopt and apply this policy to their daily operations.

Who Does Privacy Effect?

8. It effects **everyone!!**. That is all current members and former members of the Association and their dependants.

Privacy Policy of the Victorian Branch of the Vietnam Veterans Association

9. The Privacy Policy of the Association provides full details of the responsibilities of the Association with regard to the collection and use of your personal information.

Conclusion

11. Treat information about other veterans and their dependants with care. Failing to do so may result in a loss of faith in the service provided by the Association and in extreme cases, legal action as may be determined by the proper authority.
12. The main point is do not give the information to anyone without the written or verbal permission of the individual whom the information is about.
13. Better still, treat the information as if it was information about yourself.

**APPENDIX 1 TO
ADMINISTRATION INSTRUCTION 7**

Privacy Policy of the Victorian Branch of the Vietnam Veterans Association

Note: throughout the policy document, the Victorian Branch of the Vietnam Veterans Association is referred to as "the Association".

Protecting your Privacy and Confidentiality

1. Protecting your privacy and confidentiality is fundamental to the way we care for Veteran or dependants of Veteran who may use the services of the Association.

Your Privacy is Important to Us

2. The Association is committed to upholding the Information Privacy Principles contained in the Information Privacy Act.

What Information do We Collect

3. The association collects information provided by you and information about you from external agencies to which you have provided written consent.

Collecting and Keeping Your Information Safe

4. The Association collects and stores information about you to:
 - Assist Welfare Officers to provide you with welfare services.
 - Assist Pensions Officers prepare pension documentation for submission to the Department of Veterans Affairs in the determination of any pension entitlements you may have as a result of you military service.
 - Assist Advocates in providing advocacy services on your behalf at the Veterans Review Board and Civil and Administrative Tribunal.
 - Assist the Membership Manager to record your personal details as provided by you on the membership application and membership renewal form on the Associations Membership Register.
 - State Executive to provide you with the State Newsletter, other relevant publications and services related to veterans.
 - Sub-Branch Executive to provide you with a Sub-Branch Newsletter and information regarding social events to be conducted by the Sub-Branch and services related to Veterans.
5. The Association will only use the information for the purpose for which it is collected.

How we Use Your Personal Information

6. The Association uses your information to:
 - Provide you and your dependants with welfare, pensions and advocacy services.
 - Inform you about upcoming events and the work of the Association.
 - Provide information to Government and Regulatory Authorities as required or authorized by law.

Sharing Your Information

7. The Association will disclose information to external service providers such as mail houses to mail out newsletters and other relevant information.
8. These service providers are strictly prohibited from using this information for any other purpose or provide the information to another organisation.
9. The Association will not provide your information to any other marketing organizations.

How You Can Access Your Information

10. You have the right to access your personal information, subject to some exception as allowed by law.
11. For privacy and security reasons, you will be asked to put your request in writing.
12. To enable the Association to verify your request, the Association requires you to advise the following:
 - Your regimental Number.
 - Your Full Name.
 - Your Full Address.
 - Your Telephone Number
13. No fee is charged for providing this service to you. The Association does however reserve the right to charge for any extraordinary cost incurred in providing you with a copy of the information about you held in the Associations records.
14. Individuals can obtain information regarding access to their personal information by contacting the State Secretary on telephone 9655 5588 or by writing to the:

The State Secretary
Vietnam Veterans Association of Australia (Victorian Branch)
ANZAC House
4 Collins Street
MELBOURNE VIC 3000

**APPENDIX 2 TO
ADMINISTRATION INSTRUCTION 7**

SUMMARY OF PRIVACY PRINCIPLES

A short summary of the Information Privacy Principles that underpin the Privacy Policy as shown at Appendix to this AI are:

IPP 1 Collection

Collect only personal information that is necessary for performance of functions. Advise individuals that they can gain access to personal information.

IPP 2 Use and disclosure

Use and disclose personal information only for the primary purpose for which it was collected or a secondary purpose the person would reasonably expect. Use for secondary purposes should have the consent of the person.

IPP 3 Data quality

Make sure personal information is accurate, complete and up to date.

IPP 4 Data security

Take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

IPP 5 Openness

Document clearly expressed policies, on management of personal information, and provides the policies to anyone who asks.

IPP 6 Access and correction

Individuals have a right to seek access to their personal information and make corrections. Access and correction will be handled mostly under the Victorian *Freedom of Information Act*.

IPP 7 Unique identifiers

A unique identifier is usually a number assigned to an individual in order to identify the person for the purposes of an organisation's operations. Tax File Numbers and Driver's Licence Numbers are examples. Unique identifiers can facilitate data matching. Data matching can diminish privacy. IPP 7 limits the adoption and sharing of unique identifiers.

IPP 8 Anonymity

Give individuals the option of not identifying themselves when entering transactions with organisations, if that would be lawful and feasible.

IPP 9 Trans-border data flows

Basically, if your personal information travels, your privacy protection should travel with it. Transfer of personal information outside Victoria is restricted. Personal information may be transferred only if the recipient protects privacy under standards similar to Victoria's IPPs.

IPP 10 Sensitive information

The law restricts collection of sensitive information like an individual's racial or ethnic origin, political views, religious beliefs, sexual preferences, membership of groups or criminal record.