

**Date 29/1/2025**

## **Privacy and Data Protection Policy**

**Purpose:** Shield and Rebuild is committed to protecting the privacy and personal data of its clients, staff, and volunteers in compliance with the Australian Privacy Act 1988.

### **Policy:**

1. **Collection of Information:** Shield and Rebuild will only collect personal information that is necessary for providing services, including but not limited to name, address, contact details, and any relevant details required for support or service delivery. Sensitive information, such as health or legal details, will only be collected with explicit consent.
2. **Use of Information:** Personal data will only be used for the purposes for which it was collected or directly related purposes, such as providing support services, communicating with clients, and ensuring quality service delivery.
3. **Storage and Security:** Data will be securely stored using encrypted systems and protected by multi-factor authentication. Hard copy records will be kept in locked, access-controlled locations. Only authorized personnel with a clear need-to-know basis will have access to personal data.
4. **Disclosure:** Shield and Rebuild will not share personal information with third parties without prior written consent from the individual, except where required by law (e.g., reporting criminal activity or complying with court orders).
5. **Access and Correction:** Individuals have the right to request access to their personal information and make corrections if they believe the information is inaccurate, outdated, or incomplete. Requests can be made in writing to the Privacy Officer, and Shield and Rebuild will respond within 30 days.
6. **Data Retention and Disposal:** Personal information will be retained only as long as necessary to fulfill the purposes for which it was collected. Once it is no longer required, data will be securely destroyed or de-identified in compliance with Australian Privacy Principles.
7. **Complaints:** Any concerns or complaints regarding privacy breaches can be directed to Shield and Rebuild's Privacy Officer. Complaints will be acknowledged within 7 days and resolved promptly, following established grievance procedures.
8. **Training and Awareness:** All staff and volunteers will receive training on the importance of privacy and the procedures for handling personal information securely.

This policy will be reviewed annually or whenever significant changes occur in Australian privacy legislation.