



Policy	ServeGlobe Incorporated Privacy Policy
Version	V1.0
Drafted by	Chanchal Rani, Secretary
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Scheduled review date	28 July 2026

ServeGlobe Incorporated's (SGI) privacy policy outlines how it uses and manages personal information provided to or collected by it following Australian Privacy Principles contained in the Commonwealth Privacy Act and in compliance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

SGI may review and update this Privacy Policy, from time to time, to take account of new laws and technology, changes to its operations and practices ensuring appropriateness to the changing legal environment.

The type of information SGI collects and holds includes, but is not limited to, personal information, including sensitive information, about:

- Contact details
- Personal health and safety
- Employment history
- Training and professional development-related records
- Legal checks such as state authorised Working with Children checks.

Personal Information:

SGI will collect personal information held about an individual with their direct consent, e.g. through an activity sign-on form or subscription request. You have the right to seek to deal with us anonymously or use a pseudonym, but in some circumstances, it will not be practical for us to deal with you or provide any services to you except for general responses to general enquiries, unless you identify yourself.

Personal Information provided by other people:

In some circumstances SGI may be provided with personal information about an individual from a third party.

Sending information overseas:

SGI will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.



How does SGI treat sensitive information?

In referring to 'sensitive information' SGI means: "information relating to a person's racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual".

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

SGI members, volunteers and workers are required to respect the confidentiality of personal information and the privacy of individuals.

SGI has in place steps to protect the personal information SGI holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal way. We may also collect information about your IP address, although this does not identify you.

Updating personal information

SGI endeavours to ensure that the personal information it holds is accurate, complete and up to date. A person may seek to update their personal information held by SGI by contacting the Secretary of SGI at any time.

The Australian Privacy Principles and Health Privacy Principles require SGI not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

You have the right to check what personal information SGI holds about you

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which SGI holds about them and to advise SGI of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information SGI holds about you, please contact the Chair or Secretary in writing.

In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to SGI's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between SGI and the employee. However, SGI must provide access and ensure compliance with the Health Privacy Principles under the Victorian Health Records Act 2001, where this is relevant.



How will SGI use the personal information you provide?

In relation to direct marketing and for sharing information, SGI will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere, we will still send you direct marketing information where you have consented, and which will also contain an opt out.

Job applicants, staff members and contractors:

In relation to personal information of job applicants and contractors SGI's primary purpose of collection is to assess and (if successful) to engage the applicant or contractor.

The purposes for which SGI uses personal information of job applicants and contractors include:

- insurance
- health and safety
- to maintain contact
- to satisfy SGI's legal obligations

Where SGI receives unsolicited job applications these will be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Volunteers

SGI also obtains personal information about volunteers who assist SGI in its functions. The purposes of collecting this information are made clear at the time and relate to the following purposes:

- health and safety
- insurance
- promotion, communication and marketing
- general information and updates
- to satisfy SGI's legal obligations.

Who might SGI disclose personal information to?

SGI may disclose personal information, including sensitive information, held about an individual to:

- government departments
- people providing services to SGI
- anyone you authorise SGI to disclose information to
- administration support organisations such as insurance representatives

SGI may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, SGI may charge a fee to retrieve and copy any material. If the information sought is extensive, SGI will advise the likely cost in advance.

How long will SGI keep my information?

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. It may be kept for marketing purposes, where you have not taken the opt-out option.



Enquiries and privacy complaints

If you would like further information about the way SGI manages the personal information it holds, please contact the Secretary. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Secretary who will first liaise with you. You can contact the Secretary via info@serveglobe.org.au

If we then have not dealt satisfactorily with your concerns, we will contact you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting, then you can refer your complaint to the Office of the Australian Information Commissioner via.
