

# Privacy Policy

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Federation of  
Community Legal Centres  
VICTORIA

# Contents

**About the Federation** \_\_\_\_\_ **3**

**About your Privacy** \_\_\_\_\_ **4**

**Information Collected** \_\_\_\_\_ **4**

**Cookies** \_\_\_\_\_ **5**

**Access to Personal Information** \_\_\_\_\_ **6**

**Privacy Complaints** \_\_\_\_\_ **7**

## About the Federation

The Federation of Community Legal Centres is the peak body for Victoria's Community Legal Centres and Aboriginal Legal Services.

At the Federation, we pursue our vision of a fair, inclusive, thriving community through being a respected and influential advocate. Together with our members and communities, we work unrelentingly to dismantle unjust systems that perpetuate racism, sexism, homophobia, ableism, economic injustice and other inequalities.

To assist us and best address issues that arise, we collect and hold information from individuals who support our campaigning and advocacy work.

We work to build a stronger and more effective community legal sector, we provide services and support to Community Legal Centres, and we represent Community Legal Centres to stakeholders and the wider community.

The day-to-day work of Community Legal Centres reflects a 40-year commitment to social justice, human rights, equity, democracy and community participation.

### **Our Values**

The Federation's Values are: Inclusive, Collaborative, Proactive, Equitable and Accountable.

## About your Privacy

### Privacy Statement

*Our goal is to provide you with a satisfying experience while allowing you to control your privacy and to give you a means to voice any questions or concerns you may have.*

This Privacy Statement applies to this website, Nationbuilder and FCLC Social Media accounts such as Facebook and Twitter and other like tools.

### Commitment to Privacy

*We are strongly committed to protecting your privacy while interacting with this site.*

We want to provide a safe and secure environment for both adults and children.

Information is collected from you primarily to make it easier and more rewarding for you to use our services. Depending on the service you are accessing, you could be asked to provide information such as your name, email address, phone number and postcode. It is entirely your choice whether to respond to these or other questions.

We will only use any personal information you have chosen to provide us for the purpose for which you provided it. We will not use it for any other purpose without your consent.

### Information Collected

**We will not spam you. We will not sell your details or send you marketing material. The information you provide will only be used for our campaign and advocacy work. You can unsubscribe at any time.**

People who complete petitions and other campaign actions on our website, Facebook or Twitter are

consenting to our use of their information for campaigning and advocacy purposes, and are consenting to receive communications directly relating to our campaigning and advocacy work.

1. This site maintains records of its members and uses the website to gather or update member details
2. These details are collected and stored purely for campaigning and advocacy purposes
3. We collect and store this information through Nationbuilder, Facebook, Twitter and other like tools
4. The information provided is used for our campaigning and advocacy work

### Purpose of the Privacy Statement

As we are collecting information for the purposes of our campaigning and advocacy work, the purpose of this statement is to let you know what information is collected about you when you visit this site, how this information is used, to whom it is disclosed, and your ability to have any incorrect personal information amended.

### Cookies

*This website utilises a technology called cookies. Cookies are small pieces of information which can record data about your visit to the site, allowing it to remember you next time you visit and provide a more meaningful experience.*

FCLC uses cookies to offer increased security. Cookies we send to your device cannot read your hard drive, obtain information from your browser, or command your device to perform any action. They are designed so that they cannot be sent to another site or be retrieved by any site other than [www.fclc.org.au](http://www.fclc.org.au)

## There are two types of cookies

*Cookies can be stored on your hard drive (persistent cookies) or in memory (session cookies). A cookie is a piece of information that an Internet web site sends to your browser when you access information at that site. Parts of this site may store cookies on your browser in order to better assist you when you next visit the site.*

Cookies are optional for the user and your browser can be set either not to accept cookies or to prompt you to accept them or not case by case.

1. **Persistent cookies** - identify pages accessed and provide personalised features, for example recognising if you have already signed a petition on our site. They are used to help us develop the design and layout of the web site, improve applications, and measure their effectiveness.
2. **Session cookies** - are used for maintaining contact with a user through a session and allows FCLC to recognise you as an individual as you move from one page to another. That way, you do not have to continuously log on to the various parts of the site when you're using it. At the end of your session, you may leave this site to go to another web site, or you may close your browser. When you do this the cookie is immediately deleted. If you do not finish or close your session (i.e.. stay logged on), the web site will automatically log you off after about 20 minutes. The cookie stored within your browser will expire when you close your web browser.

### Please Note

- If you wish to utilise the features of this website that enable us to personalise the site for you, you must use a browser which is enabled to accept cookies.
- Some browsers can be configured to allow cookies to be accessed by servers other than the originating server.
- Most browsers can also be configured to notify the user when a cookie is received, allowing you to either accept or reject it.
- A more comprehensive explanation of cookies generally can be found at the site of the Australian Privacy Commissioner

### Website Statistics

FCLC makes a record of your visit and logs the following information for statistical purposes, including; the user's IP address, the user's top level domain name (e.g. .com, .gov, .au, .uk, etc), the date and time of the visit to the site, the pages accessed and documents downloaded, the previous site visited and the type of browser used.

No attempt will be made to identify users of their browsing activities except, in the unlikely event of an investigation, where law

enforcement agency may exercise a warrant to inspect the service provider's logs.

## **Email Management**

FCLC will only record your email address:

- if you send us a message;
- if you register for any of the site's interactive tools;
- or if you provide it to us.

Contact details provided to us, will only be used for campaign messages connected to the purpose of the campaign and advocacy reason. You are able to unsubscribe to our campaigning messages at anytime.

## **Personal Information**

*FCLC, through its website, invites people to provide personal information through feedback forms, subscription forms, or for other specified purposes.*

The information will be used for the purposes connected to the reason it was provided. FCLC will not use or disclose your personal information for any other purpose without first seeking your consent, unless authorised or required by law.

## **Security**

*FCLC endeavours to implement the highest practicable levels of security to protect your privacy while using this website.*

However, there is an inherent risk associated with the use of an insecure public network such as the World Wide Web. Though minor, the potential does exist that a user's transactions (including e-mail) may be viewed, intercepted or modified by a third party.

If you prefer to use an alternative means of delivery, you can send the information via normal communications methods; i.e. mail, phone or fax. If you take this approach, please make it clear which part of the website you are responding to. Please contact us using the details set out under the Contact details heading.

## **Access to Personal Information**

You have a right to access personal information FCLC holds about you, subject to some exceptions allowed by law. We may ask to verify your identity and for more information about your request. FCLC will respond and comply with any such request within a reasonable period after the request is made, except where the Privacy Act 1988 or the Australian Privacy Principles allow us to refuse to do so.

You may also request that FCLC stops using your information and contacting you and we will comply with your request (for example if at any time you would prefer to stop receiving newsletters and updates from us, please use the unsubscribe option included in Community Law News or other material). To request access to your personal information please contact us using the details set

out under the Contact details heading. You have the ability to have any incorrect personal information amended by contacting us directly at any stage.

### **External Sites and Cross-border Transfers of Personal Information**

*External sites linked to or from this site are not under FCLC's control and you are advised to review their privacy statement.*

FCLC does not intend to disclose information to overseas recipients. Information collected on Nationbuilder is understood to be stored in servers provided at a third party location in the United States. It is understood Nationbuilder maintains a high level of privacy standards. You can read about Nationbuilders' Privacy Policy [here](#)

## **Privacy Complaints**

*If you wish to complain about a breach or potential breach of this Privacy Statement, the Australian Privacy Principles, or a registered APP code (if any) that binds us, please contact us.*

Please contact us using the details set out under the Contact details heading. We will always endeavour to resolve any complaint to your satisfaction; however, if you are unhappy with our response, you are entitled to contact the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)).

If you would like to send us questions about our Privacy Statement, have any concerns about privacy or wish to make a complaint about any breach or potential breach of this Privacy Statement or the Australian Privacy Principles, please contact us using the details set out below:

#### **Contact Details**

Mail: Federation of Community Legal Centres (Victoria) Inc.  
Level 3, 225 Bourke Street, Melbourne Vic 2000 Australia

Phone: (03) 9652 1500 Fax: (03) 9654 5204

Email: [administration@fclc.org.au](mailto:administration@fclc.org.au)