



Student Legal Advice Centre
PRIVACY POLICY

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Table of Contents

- 1. **PURPOSE AND SCOPE** 2
- 2. **WHAT INFORMATION DOES SLAC COLLECT?**..... 2
- 3. **HOW WILL SLAC USE MY INFORMATION?** 2
- 4. **WHEN WILL SLAC DISCLOSE MY INFORMATION, AND WHO WILL IT BE DISCLOSED TO?** 3
- 5. **HOW WILL SLAC HANDLE AND PROTECT MY INFORMATION?**..... 3
- 6. **HOW CAN I ACCESS MY INFORMATION?** 4
- 7. **HOW CAN I MAKE A COMPLAINT REGARDING MY INFORMATION?**..... 4

1. Purpose and Scope

- 1.1 The purpose of this policy is to communicate how Student Legal Advice Centre (**SLAC**) handles and protects personal and confidential client information
- 1.2 This policy applies to all SLAC volunteers and personnel, including both legal and non-legal services
- 1.3 Personal, sensitive, and confidential information handled by SLAC is managed in accordance with relevant standards. Other requirements, like client confidentiality and legal privilege also inform and control the manner in which SLAC deals with such information
- 1.4 This policy concerns all personal, sensitive, and confidential information collected, held and used by SLAC. This includes information about:
 - (a) Clients of SLAC.
 - (b) External partners of SLAC.
 - (c) All SLAC volunteers and personnel.
- 1.5 SLAC is committed to protecting the privacy of those accessing its services. To this end, SLAC is transparent about how it handles personal, sensitive, and confidential information received in the delivery of its services. SLAC is committed to ensuring that the information it receives is handled in accordance with all applicable privacy legislation and other legal obligations.

2. What information does SLAC collect?

- 2.1 SLAC only collects information necessary to properly conduct its operations and deliver its services. The following is a non-exhaustive list of personal, sensitive, and confidential information SLAC may collect from both clients and SLAC personnel:
 - (a) Name.
 - (b) Date of Birth.
 - (c) Contact details.
 - (d) UWA student number and details of enrolment to verify eligibility.
 - (e) Financial information such as income or Services Australia benefits where relevant/applicable.
 - (f) Health and/or disability information.
 - (g) Domestic and lifestyle circumstances.
 - (h) Cultural and Linguistically Diverse status, or any cultural or language barriers.
 - (i) Aboriginal and/or Torres Strait Islander identity to assist SLAC in providing culturally sensitive and appropriate support.
 - (j) Gender identity.
 - (k) Education and employment history from those seeking to volunteer with SLAC.
 - (l) Passport and visa information where relevant to the provision of services.

3. How will SLAC use my information?

- 3.1 The main ways SLAC uses the information it collects are to:
 - (a) Assist with legal and non-legal problems.
 - (b) Make referrals to other relevant legal and non-legal services.
 - (c) Assess eligibility for the SLAC service.

- (d) Respond to enquiries and resolve complaints.
- (e) Provide updates on our publications and services.
- (f) Assess applications from potential SLAC volunteers.
- (g) Recruit, train, and manage SLAC volunteers.
- (h) Meet workplace and University safety obligations.
- (i) Respond to information access requests and Freedom of Information requests.
- (j) Engage with public sector organisations and external partners for the purpose of improving and developing the SLAC service.
- (k) Help design and maintain appropriate services.

3.2 In all cases, SLAC will only use or disclose information in accordance with its legal obligations.

4. When will SLAC disclose my information, and who will it be disclosed to?

- 4.1 In general, SLAC will only disclose personal, sensitive, and confidential information to the extent required to assist with a legal matter and to investigate and resolve a complaint.
- 4.2 We may disclose personal, sensitive, and confidential information to external parties when required by law.
- 4.3 We may share information with SLAC's external partners to assist in delivery of the SLAC service.
- 4.4 We may share de-identified information, with your consent, with external parties to assist in improving and developing the SLAC service, or for the purposes of research and evaluation.

5. How will SLAC handle and protect my information?

- 5.1 SLAC takes all reasonable steps to ensure the information it collects is accurate, complete, and current. At times, SLAC may contact you seeking up-to-date information as part of this process. Where possible, SLAC will confirm current personal contact information before use.
- 5.2 SLAC is committed to protecting your information from loss, misuse, unauthorised access, modification, wilful destruction, and improper disclosure. To do this, SLAC uses procedural, physical, and software controls and safeguards.
- 5.3 Access to the SLAC offices is restricted and monitored. All electronic communication is encrypted. All SLAC systems are controlled by personal access credentials, regularly backed up, and accessed in accordance with this and other relevant privacy and confidentiality policies.
- 5.4 SLAC requires all of its volunteers to handle information with care, and access only that information necessary for their duties. In most cases, this will involve accessing personal, sensitive, and confidential information to assist a client or to provide supervision or assistance to a person providing legal services.
- 5.5 SLAC legally disposes of inactive information as authorised, and will de-identify information when it is no longer required.
- 5.6 SLAC creates a unique client identifier number for each individual who accesses the service, in order to keep accurate records of the services provide, make appropriate referrals, and to avoid conflicts of interest.

6. How can I access my information?

- 6.1 You can contact SLAC to request access to your personal, sensitive, and confidential information, or to ask SLAC to correct an error. SLAC will arrange this access as soon as practicable, within the limits of SLAC's resources and obligations.
- 6.2 Please be aware that while original documents provided to SLAC as part of your matter remain your property, all SLAC and external partner work product remains the property of SLAC and/or the external partner.

7. How can I make a complaint regarding my information?

- 7.1 If you have an enquiry or complaint regarding privacy or SLAC's use of your personal, sensitive, and confidential information, contact SLAC by email at administration@slac.com.au. SLAC is committed to handling all complaints quickly and fairly, in accordance with SLAC's *Complaints Policy*.