



The Scout Association of Australia, Victorian Branch (**Scouts Victoria**) is a not-for-profit youth organisation that delivers Scouting programs across Victoria. In performing its functions, Scouts Victoria collects, holds, uses and discloses personal information. Scouts Victoria manages and protects personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles, the Health Records Act 2001 (Vic) and the Health Privacy Principles.

Policy Statement

Scouts Victoria is committed to protecting and maintaining the privacy, accuracy and security of all personal information in accordance with the Privacy Act, the Health Records Act and relevant applicable privacy principles as they apply from time to time.

This policy outlines the circumstances in which Scouts Victoria manages personal information, including how we collect, use, process, store, transfer and discloses personal information that is provided to us.

Personal information is information or an opinion about an individual from which they can be reasonably identified. Health information and sensitive information are both types of personal information.

Definitions

In this policy, the following defined terms apply. These definitions are authoritative and are adopted across Scouts Victoria's related privacy documents.

Adult Member means a registered member of Scouts Victoria who is aged 18 or over

Health information means information about a person's health, disability, allergies, medical conditions, medication, dietary requirements, treatment needs, action plans, emergency medical details or other information relevant to their health, safety or care.

Member means a youth or adult registered member of Scouts Victoria.

Parent means a person that has parental responsibility for a child. This may include a biological parent or another person who has been granted parental responsibility by a court order.

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, and includes Sensitive Information.

Sensitive information includes Health Information and other Sensitive Information as defined in the Privacy Act.

Youth Member means a registered member of Scouts Victoria who is under 18 years of age.



Personal Information we collect

Personal information shall only be collected where the information is reasonably necessary for the functions and activities of Scouts Victoria and to the health, well-being and protection of its Members. Scouts Victoria will take all reasonable steps to ensure that the personal information it collects is accurate, up to date and complete.

Scouts Victoria will use personal information it collects for the primary purpose of collection and for secondary purposes that are related to the primary purpose of collection or to which a person has consented.

Scouts Victoria collects and holds personal information that may include your:

- full name.
- contact information, being email address, phone number and residential address.
- identity information, being date of birth, a scout number (which is unique to Scouts Vic members), working with children check.
- health information, being emergency medical details, dietary requirements, allergies, medical conditions, disabilities.
- other sensitive information, being religion, gender, relevant court orders, family violence orders, parenting orders, criminal record, nationality.

Parent of Youth Members, and Adult Members, are expected to provide their 'Leader-in-charge' with relevant information and documentation about any Parenting Order, Family Violence Intervention Orders or Personal Safety Intervention Orders that may impact the way that the Member participates in the Scout program.

Where the Parent of a Youth Member advises Scouts Victoria of the details of a parenting order under the Family Law Act 1975 (Cth) or an intervention order under the Family Violence Protection Act 2008 (Vic) or Personal Safety Intervention Orders Act 2010 (Vic), this information will be treated as if it were sensitive information and be dealt with in accordance with this policy and its procedures.

If we do not receive personal information that we have requested, including sensitive information or health information, we may not be able to provide our services to you or your child, accept or continue an individual's membership, or permit the individual to take part in a particular activity. It may also impact our ability to facilitate the safe participation in our activities or services or appropriately respond to medical emergencies.

How we collect personal information

Scouts Victoria will generally collect personal information about an individual by way of:



- forms filled out by parents or members.
- face-to-face meetings and interviews.
- ScoutHealth
- Online Membership Application
- Extranet
- emails and telephone calls.

In some circumstances Scouts Victoria may be provided with personal information about an individual from a third party, for example a report provided by a medical professional or a reference from another organisation.

The servers used by Scouts Victoria may record information sent by an individual's browser, including the server's address, pages visited and so forth and the Scouts Victoria website may use cookies that identify an individual's browser, and make use of analytics on website activity and internet usage. Scouts Victoria may also utilise, from time to time, Google analytics and pixel trackers. Opt-out settings may be available on an individual's browser.

Personal information will not be actively collected from archived emails and social media platforms.

How we use and disclose Personal Information

Scouts Victoria will use personal information it collects for the primary purpose of collection and for a secondary purpose if an exception applies.

Common exceptions under which we may use or disclose personal information for a secondary purpose include:

- when an individual would reasonably expect us to use or disclose information for a secondary purpose that is related (or directly related in the case of health and sensitive information) to the primary purpose of collecting the information.
- for secondary purposes to which an individual has consented.
- for a permitted general situation or health situation, as defined in the Privacy Act (for example, to respond to a serious threat to someone's health or safety).
- where reasonably necessary for one or more enforcement related activities by or on behalf of an enforcement body.

We have set out below the primary purposes for which we use and disclose personal information.

Members and Parent

In relation to personal information of Members and Parent, Scouts Victoria's primary purpose of collection includes satisfying the needs of Parent, the needs of the Member, and



the needs of Scouts Victoria throughout the whole period the relevant individual is a Member.

The purposes for which Scouts Victoria uses personal information of Members and Parent include:

- To keep Members, Parent and supporters informed about matters related to Scouting through correspondence and newsletters.
- Day to day administration of Scouts Victoria.
- Catering for, and supporting, an individual's educational, social, physical and mental wellbeing.
- Seeking donations and marketing for Scouts Victoria.
- To satisfy Scouts Victoria's legal obligations and allow Scouts Victoria to discharge its duty of care.

However, Scouts Victoria will not use sensitive information or health information for marketing or fundraising purposes – see **Use of Personal Information in connection with Scouts Victoria Marketing and Fundraising** below for more information.

See **Disclosure of Personal Information to Third Parties** below for information about when we may disclose Personal Information (including Sensitive Information) about Members or Parent to third parties..

Job applicants and employees

In relation to Personal Information of job applicants, Scouts Victoria's primary purpose of collection is to enable it to assess and (if successful) to engage the applicant as an employee. The purpose for which Scouts Victoria uses personal information (including Sensitive Information) of employees include:

- To administer the individual's employment or contract
- to cater for, and support, the employee's physical, mental ,educational and social wellbeing, including responding to an emergency situation.
- For insurance purposes
- To satisfy Scouts Victoria's legal obligations, for example, in relation to child protection legislation.

Use of Personal Information in connection with Scouts Victoria Marketing and Fundraising

Scouts Victoria treats marketing and seeking donations for the future growth and development of Scouts Victoria as an important part of ensuring that Scouts Victoria continues to provide an environment in which all Members thrive.



Personal information held by Scouts Victoria, but not sensitive information or health information, may be disclosed to organisations that assist in fundraising for Scouts Victoria (but only for that specific purpose).

Members, Parent, and employees and supporters may from time to time receive fundraising information. Scouts Victoria publications, like newsletters and magazines, which make use of personal information, may be used for marketing purposes.

Members and Parent will always be provided with an option to 'opt-out' of receiving electronic newsletters, marketing and fundraising material via an 'unsubscribe' link.

Photographs and Digital Images

As part of its regular activities Scouts Victoria may take photographs and/or digital images and/or audio and/or video images of Members, employees and others participating in Scouting activities for training, recognition, publicity or marketing purposes, in accordance with Scouts Australia and Branch Marketing and PR Plans. An opt out exists in Extranet that members can access during onboarding or anytime throughout their membership lifecycle. If the opt out is allocated to a member profile, images will not be used publicly.

Contact listings

Members and Parent contact details may be included in a contact listing provided to others involved in a particular Formation, event or activity to assist participants to communicate with each other and for the provision of relevant information. If an individual does not want their contact details included in such a list, it will be removed on request, however, important compliance or regulatory communications will always be sent to all Members and Parent, regardless of any opt outs.

Disclosure of Personal Information to Third Parties

Scouts Victoria will not sell or trade personal information, including mailing address databases, to others.

Scouts Victoria may, where the information is reasonably necessary for a function or activity of Scouts Victoria, disclose personal information, including sensitive information, held about an individual, to these third parties:

- The Scout Association of Australia
- Other member organisations of the World Organisation of The Scout Movement.
- Government departments.
- Medical practitioners.
- People providing services to Scouts Victoria.
- Scouts Victoria's insurer/s and insurance agent/s
- Publishers and/or distributors of Scouts Victoria publications, such as newsletters and magazines (**not** sensitive information).



- Parent.
- Anyone the individual authorises Scouts Victoria to disclose information to; and
- Anyone to whom Scouts Victoria is required to disclose the information to by law.

Where sensitive information held about an individual is provided to a third party listed above, unless otherwise prohibited by law, the individual shall be notified of the disclosure.

Where any third party other than those listed above, seeks access to personal information of an Adult member, Scouts Victoria will seek the consent of that Member. Where any other third party seeks access to personal information of a Youth Member, Scouts Victoria will refer such requests to the Youth Member's Parent. Scouts Victoria will treat consent given by the Parent as consent given on behalf of the Youth Member and notice to the Parent will act as notice given to the Youth Member. Scouts Victoria will not provide access if consent is not given, unless there is a requirement under law to provide the information.

Once a Youth Member turns 14 years of age, Scouts Victoria expects the Parent to have obtained the Youth Member's consent to the provision of their personal information.

Disclosing Information Overseas

Scouts Victoria may, where the information is reasonably necessary for a function or activity of Scouts Victoria, disclose personal information about an individual to overseas recipients.

This includes to facilitate participation in Scout Association of Australia approved international activities, Jamborees, Friendship tours etc

The countries in which these recipients are located include any country which is a member of the World Organisation of Scouting Movements , as well as countries in which the international activities are located.

However, Scouts Victoria will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); and
- ensuring that the overseas recipient complies with the Australian Privacy Principles as well as any applicable local personal data or privacy legislation.

Where Scouts Victoria engages a third party to store data on the internet (ie 'cloud storage'), it will endeavour to avoid the use of an overseas storage provider where an onshore storage provider with similar or better performance and security is available. To the extent possible, other Scouts Victoria Formations using a 'cloud storage' facility for personal data, should store such data on the Scouts Victoria Extranet system.

How we protect Personal Information

Scouts Victoria will take all reasonable steps to protect the personal information, including health information, that it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

It is Scouts Victoria policy that Scouts Victoria Members and employees are required to respect the confidentiality of the personal information of Members and Parent and the privacy of individuals.

Access to personal and health information is role-based and limited to the information a person reasonably needs for their approved role.

Access levels may include:

- the individual to whom the information relates;
- the Parent of a Youth Member;
- Leaders – members within their area of responsibility, dependent on their role;
- authorised Scouts Victoria staff and State Leadership where required for their role; and
- System Administrators – only where required to administer, support, maintain, secure or audit the relevant system.

Scouts Victoria will take appropriate, prompt action if we have reasonable grounds to believe that a data breach may have or is suspected to have occurred. This will include complying with our breach assessment and notification obligations under the Privacy Act in line with our Data Breach Response Plan.

Access and Correction of Personal Information

An individual has the right to request access to any personal information which Scouts Victoria holds about them and advise Scouts Victoria of any perceived inaccuracy.

You may access and update personal information provided through ScoutHealth and or Extranet via the members unique link at any time by logging into your account. [Scouts Victoria – Information Request and Correction Form](#) is also available and/ or [Scouts Victoria's Knowledge Base](#).

Any other requests to access or update any personal information Scouts Victoria holds about a person can be made to the Privacy Officer in writing at the details set out below. Scouts Victoria may require a person to verify their identity.

Scouts Victoria may charge a fee to cover the cost of verifying an application and locating, retrieving, reviewing and copying any information requested. If the information sought is extensive, Scouts Victoria will advise the likely cost in advance. If Scouts Victoria cannot

provide a person with access to that information, Scouts Victoria will provide written notice explaining the reasons for refusal.

Requests for access will be responded to within a reasonable time (usually no more than 30 days).

Inquiries and Complaints

A person can obtain further information about the way Scouts Victoria manages the personal information it holds or lodge a complaint by contacting the Privacy Officer at the details set out below. Scouts Victoria will investigate any complaint and will notify the person of the making of a decision in relation to the complaint as soon as practicable after it has been made.

After an initial complaint, if you are unsatisfied with our resolution, and in accordance with the Privacy Act, you may escalate your complaint to the Office of Australian Information Commissioner. Details can be found at www.oaic.gov.au/privacy/privacy-complaints/ or contact them on 1300 363 992.

In accordance with the Health Records Act, you may also escalate your complaint to the Health Complaints Commissioner in relation to health information. Details can be found at <https://hcc.vic.gov.au/make-complaint> or contact them on 1300 572 113.

Roles and Responsibilities

Branch Executive Committee

- Accountable for ensuring privacy requirements are implemented and maintained within their areas of responsibility.
- Ensure staff and volunteers understand and comply with privacy obligations.

Executive Manager / Privacy Officer

- Operationalising the policy and providing privacy guidance and oversight.
- Managing privacy enquiries and complaints.
- Coordinating data breach assessment and response.
- Advising on access and correction requests.
- Supporting privacy training and awareness.

Contact Us

Any enquiries, complaints and requests for access can be made to our Privacy Officer by:

- Email to privacy.officer@scoutsvictoria.com.au
- Mail to 152 Forster Road, Mt Waverley, 3149

Changes to our privacy policy



Scouts Victoria will update this Privacy Policy from time to time. We will publish the updated policy on our website and notify members via Be Informed and/or direct email.

POLICY OWNER: Brach Executive Committee

DATE APPROVED: June 16, 2026

REVIEW DATE: May 2028