



Court Network Privacy Statement

Overview

Court Network acknowledges that privacy is important to us all. Subject to any rights we may have to handle personal information in accordance with the law, and to such disclosure as is required by law, we will therefore restrict disclosure of your personal information to accord with your wishes.

This statement explains how, within these limits, personal information will be treated.

Why do we collect personal information?

We collect, use and disclose personal information so that we may:

- have a better understanding of your needs;
- verify information already obtained;
- maintain and update our records;
- maintain and enhance our relationships with our clients;
- meet our legal obligations;
- review and improve our services;
- provide a safe and effective working environment;
- protect our lawful interests;
- recruit, train, support and supervise our workforce;
- deal effectively with enquiries; and
- send our newsletters to those who wish to receive them.

How do we collect information?

We general collect information through:

- telephone conversations with people who are going to court;
- face to face contact;
- written communication;
- online communication; and
- forms submitted.

The provision of this personal information is voluntary but if information is not provided, we may be unable to process your details for the purpose intended.

What Information Do We Collect?

The types of personal information we collect about you can depend on the nature of our relationship with you. General types of information include name, contact details, identification, organisation, employment and enquiry/complaint details.

For court users who contact one of our central offices, or our telephone information and referral line to request our assistance at a different location, we record certain information to enable us to make a referral to the appropriate Court Network service. For this purpose, we collect minimal demographic information such as name, age, gender, and minimal case information such as court location, case type, whether legally represented, and other supports available on the day. This information is collected and compiled as part of maintaining statistics on the services we provide across multiple courts and jurisdictions, and helps us identify areas that can assist with improvements to the court experience and to the services we provide.

For service providers or court staff who may be referring a client to Court Network, similar information is collected, along with any additional information that the service provider has established is important to understand about the court user's support needs on the day.

For recruitment of both volunteers and paid staff, the information required can include: evidence of previous qualifications, skills, experience, contact details for referees, emergency contacts, performance-related material, information about behavior and conduct, use of IT and communications resources, remuneration, taxation, banking and superannuation.

How is Information Disclosed?

We may use information that assists with auditing, archiving, accounting, obtaining legal advice, banking, payments, document management, research, investigation, insurance, website and technology services.

We are obliged to only otherwise disclose personal information with your consent or where required or authorised by law, for example:

- where there are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health; and
- where we are required to provide information in response to subpoenas or warrants or other legal process.

Our website

If you visit www.courtnetwork.com.au (the **Website**) to read, browse or download information, our system may record information such as the date and time of your visit to the Website, the pages accessed and any information downloaded. This information is used for statistical, reporting and website administration and maintenance.

Like many other websites, our Website may use 'cookies' from time to time. A cookie is a piece of information that allows our system to identify and interact more effectively with your browser. The cookie helps us to maintain the continuity of your browsing session and remember your details and preferences when you return. You can configure your web browser software to reject cookies however some parts of our Website may not have full functionality in that case.

Security

We hold personal information electronically and in hard copy form, both at our own premises and with the assistance of our volunteer teams. We implement a range of measures to protect the security of that personal information. We are also required to destroy or de-identify personal information when no longer needed for any permitted purpose.

Access to Your Information

Individuals have a right of access to, and alteration of, personal information held by us, subject to some exceptions, under applicable privacy laws. We may need to verify your identity. We will provide our reasons if we deny any request for access to, or correction of, personal information.

You may also contact us if you have any concerns about our handling of your personal information. We take your privacy concerns seriously. We may request additional details from you, and may need to engage or consult with other parties in order to investigate and deal with your issue. We will keep records of your request and any resolution.

Contact

For any queries in relation to privacy at Court Network, please contact the Privacy Officer as set out below.

Contact: Privacy Officer/Finance Manager

Address: Court Network
Level 5/555 Lonsdale St.
Melbourne VIC 3000

Email: privacy@courtnetwork.com.au

Phone: (03) 8306 6966 or 1800 681 614 (toll free) if calling from interstate