



Court Network Privacy Statement

Overview

At Court Network, we recognise and value the importance of privacy for everyone. Respecting your wishes, and within the boundaries set by law, we are committed to safeguarding your personal information and limiting its disclosure. This privacy statement outlines how we handle and treat personal information to ensure your privacy.

Why do we collect personal information?

The collection, use, and disclosure of personal information to:

- To enable referrals to be made and received and enable appropriate tailored service provision to be provided to court users.
- To enable operations and management of employees and volunteers to occur.
- To enable a better understanding of service user needs.
- Maintain and enhance our relationships with service users.
- Meet our legal and reporting 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.
- Send our newsletters and other publications to those who wish to receive them.

How do we collect information?

We generally collect information through various means, including:

- Telephone conversations with individuals going to court.
- Face-to-face interactions.
- Written communications.
- Online communications.
- Submitted forms.

While the provision of personal information is voluntary, please note that failure to provide necessary information may prevent us from processing your details for the intended purpose.

What information do we collect?

The specific personal information we collect is for the purpose of recruitment or referrals to access the service. For service users contacting our central offices or our telephone service online referral line to request assistance at a location, we collect minimal demographic information (such as name,

age, gender) and case information (court location, case type, legal representation, available support) for referral and statistical purposes.

When service providers or court staff refer a client to Court Network, we collect similar information along with any additional details deemed relevant to understanding the court user's support needs.

In the recruitment process for both volunteers and employees, we may require evidence of qualifications, skills, experience, contact details for referees, emergency contacts, performance-related material, information about behaviour and conduct, use of IT and communications resources, remuneration, taxation, banking, and superannuation.

How is information disclosed?

We may use personal information for various purposes such as auditing, archiving, accounting, legal advice, banking, payments, document management, research, investigation, insurance, website services, and technology services. Unless required or authorised by law, we will only disclose personal information with your consent.

For instance, we may disclose personal information if we have reasonable grounds to believe that it is necessary to prevent a threat to life or health, or when responding to subpoenas, warrants, or other legal processes.

Our website

When you visit our website (www.courtnetwork.com.au), our system may record certain information, including the date and time of your visit, pages accessed, and downloaded information. We use this information for statistical analysis, reporting, website administration, and maintenance.

Like many other websites, our site may use 'cookies' to enhance your browsing experience. Cookies help us identify and interact with your browser more effectively, maintaining the continuity of your session and remembering your preferences. You can configure your web browser to reject cookies, but please note that some parts of our website may not function properly in that case.

Security

We employ a range of security measures, both electronic and physical, to protect personal information stored electronically and on our premises. When personal information is no longer needed for its intended purpose, after a specified period we are required to either destroy or de-identify it.

Access to your information

Subject to certain exceptions under applicable privacy laws, you have the right to access and correct your personal information held by Court Network. We may need to verify your identity and will provide reasons if we deny any request for access or correction of personal information. If you have concerns about our handling of your information, please contact us. We take privacy concerns seriously, and we will maintain records of your requests and any resolutions.

Privacy breach

In the unfortunate event of a privacy breach, Court Network is committed to responding promptly and effectively to mitigate any potential harm. Investigations into breaches are conducted by the most senior individual within the relevant area.

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

Email: admin@courtnetwork.com.au

Phone: (03) 8306 6966 (Court Network Head Office)

This privacy statement is in effect as of 6 September 2023. We reserve the right to update or modify it as necessary, and any changes will be communicated appropriately.