

Policy No: GOV3-2026	Privacy Policy
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Policy Owner:	Policy, Advocacy and Stakeholder Relations Manager
Approved by:	Chief Executive Officer
Date:	12 May 2026
Version:	1.0
Next review date:	12 May 2028
Applies to:	All SAMSN staff and members of the public

Background

SAMSN believes that all those who have experienced child sexual abuse should have access to safe, supportive and gender appropriate services. SAMSN is committed to providing physically, psychologically and culturally safe services for male survivors, supporters and staff.

Our Purpose

To build a support network that gives voice and agency to survivors and their supporters.

Our Belief

Survivors of childhood sexual abuse can recover, support others to thrive, and be leaders for change.

Our Vision

A world in which male survivors of childhood sexual abuse can easily access support and find understanding and acceptance.

Our Values

- **Hope** The courage to believe in what's possible
- **Dignity** We honour each other's inherent worth
- **Connection** Together we achieve
- **Community** Engaging the power of networks for growth

1. Purpose

The purpose of this policy is to describe how SAMSN collects, uses, and stores information. SAMSN collects information for a variety of purposes including providing services and maintaining the safety and wellbeing of people who attend or use SAMSN's services, programs and/or resources.

The type of information collected depends on the service required. Where services or advice is provided, such as attendance at a group or accessing individual support, SAMSN will need to collect with consent, information such as the person's name and contact details.

Personal information is stored confidentially in compliance with relevant Commonwealth and State government legislation.

2. Definitions

Term	Definition
Child sexual abuse	Involvement of a child in sexual activity that they do not fully comprehend, are unable to give informed consent to (or for which the child is not developmentally prepared and cannot give consent), or that violates the laws or social taboos of society.
Computer Information	As with all websites, SAMSN may, through the provision of and means of our website, passively collect data – including IP address, domain, browser, geographical location, and click stream, which are search words to access pages.
Personal information	Indicates information of a personal, identifiable nature that may be collected and maintained – for example, identifier information (including name and date of birth), address, email, and contact numbers.
Sensitive information	SAMSN may also request and keep more sensitive information relevant to the service provided such as attending a group or obtaining individual support. This information may include any requests for a service or advice made by a person, the details of any disability impacting their obtaining a service and any personal disclosure/s.

3. Policy

How information is collected

Personal and sensitive information is collected when it is provided to SAMSUN including information provided by way of telephone, letter or email, and online (Zoom, etc).

As with all websites, technical information is collected passively when visiting the SAMSUN website. An example of this is the number of website views. This information is collected using Google analytics, and cookies. Cookies are small text files that are placed on a user's hard disk by SAMSUN's software. They can be deleted manually, otherwise they remain where they are. The function of the cookie is to collect information anonymously, and to track user patterns. Users have a choice to reset your browser to either accept or refuse to accept cookies.

Link to third party websites

SAMSUN's website may contain links to other sites. By accessing these external websites users are subject to the third parties' privacy policies. While SAMSUN supports the protection of everyone's privacy and abides by security policies, SAMSUN is not responsible for the actions of third parties or their privacy practices. Users are advised to be aware of the privacy statements of any new website with which they interact.

Usefully, www.esafety.gov.au provides some additional advice regarding device settings to keep your information safe.

Information storage and protection

The information shared with SAMSUN is stored and protected by the following means:

- Electronic data is stored on databases and computers, which are protected by multifactor authentication, encrypted and only accessible by limited staff. These protections accord with relevant privacy and archival legislation such as the Privacy Act 1988 (Cth).

- Written documents are stored in secure and locked cabinets at SAMSUN's head office with restricted staff access.
- All personal and sensitive information is maintained in accordance with legal requirements to ensure safety and confidentiality of information.

Sharing of information

Confidentiality of those who engage with SAMSUN is a high priority. Information shared with SAMSUN is kept confidential within the organisation unless there has been a request by the person to share specific information with another organisation or agency or as required by law. Where a request has been made to share information with another organisation or agency has been made, this will only be done with the person's consent. In most cases, written consent to share information with external parties such as an Authority to Act form, is required.

The only instances when specific information may be divulged without consent are when disclosure of personal information is required by law, such as by way of subpoena or police request. In many states including NSW, special legislation exists in criminal proceedings for sexual assault. This legislation protects the privacy of sexual assault communications, including counselling notes, when they are subpoenaed.

Mandatory reporting requirements divulging personal information will also need to be followed if they, a child or adult are at risk of significant harm. Should this occur SAMSUN will endeavour first to inform the person affected of the mandatory disclosure and seek their consent.

Access to personal information shared with SAMSUN

SAMSUN supports a person's right to access information they have shared with SAMSUN.

In accordance with the Australian Privacy Principles, this can be done as a written request, contacting SAMSUN by phone, or in person. SAMSUN can also be contacted to correct or update personal information.

The Australian Privacy Principles and Health Records Information Privacy Act 2002 (NSW) provide that information can be withheld if providing access to that information will pose a serious threat to life, health or safety of any individual, public health or public safety.

Data breaches

A data breach happens when personal information held by SAMSUN has been lost, accessed, or disclosed without authorisation such as when:

- A device is lost or stolen;
- A database has experienced a security breach;
- Personal information is mistakenly given to the wrong person.

If SAMSUN suspects there has been a data breach, it will:

- Investigate whether a data breach has or is occurring;
- Assess the scope, where this has occurred, including the impact and severity of the breach;
- SAMSUN will implement a resolution plan which will include identifying and notifying all affected parties and include the steps to be taken to mitigate the impact of the data breach;
- Notify all parties when the data breach has been resolved.

An example of where a data breach may occur is where an email is sent by mistake to the wrong person or where an email has been received in error. Where this occurs, all parties will immediately be notified and requested to delete the email from their system. Each person involved will be contacted by SAMSUN's Senior Practitioner or their delegate to confirm the person is satisfied with the steps taken by SAMSUN to remedy the data breach. The Senior Practitioner or their delegate will make an assessment as to –

- Whether the data breach is likely to result in serious harm to one or more people

- What remedial action SAMSUN is required to take to prevent the likely risk of serious harm

Where a data breach involving personal information is likely to result in serious harm to one or more people or where SAMSUN has not been able to prevent the likely risk of serious harm with remedial action, SAMSUN will immediately notify the Office of the Australian Information Commissioner, as required by law.

Complaints and feedback

SAMSUN is committed to providing an effective and responsive service. SAMSUN welcomes feedback including compliments and complaints. For more information on feedback or complaint procedures, go to the Contact Us section on the home page of the SAMSUN website.

4. Related Documents

Policy Context	
Legislation or other requirements	Privacy Act 1988 (Commonwealth)
	Privacy and Personal Information Protection Act 1998 (NSW)
	The Health Records Information Privacy Act 2002 (NSW)
Related policies	Notifiable Data Breach Policy
Other organisational documents	