

## weVolunteer Data Protection Plan

weVolunteer is a Community Recovery Volunteering initiative, designed to support communities in times of need by bringing together volunteers, the organisations that involve volunteers and local Volunteer Support Organisations to improve volunteering responses.

Volunteering Victoria, as manager of the weVolunteer initiative, recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information.

Volunteering Victoria's [Privacy Policy](#) details how the organisation collects and manages personal information.

To create a secure Volunteer Passport, which is a key component of weVolunteer, Volunteering Victoria has partnered with MyPass Global which is an Australian-owned, ISO 27001 certified business – the leading international standard focused on information security.

MyPass collects and handles personal information, including personal information regarding the volunteer-involving organisations and volunteers that are registered on the MyPass Platform.

weVolunteer participants agree to the MyPass [Terms of Use](#) before establishing their organisation profile or volunteer passport.

By agreeing to these Terms of Use, participants are consenting to the disclosure of their information to weVolunteer for the purpose of sharing volunteer roles or to institutions for the purpose of primary source verification documents provided to the individual's volunteer passport.

The [MyPass Privacy Policy](#) and [Privacy Collection Statement](#) details how information is collected, handled, used and disclosed within the MyPass platform.

## PROTECTING DATA

weVolunteer aims to keep personal information safe and protected by taking the following measures:

- Information provided to weVolunteer in the website enquiry form such as name and email address may be stored temporarily in files only accessible by members of the weVolunteer team within the password-protected Volunteering Victoria Microsoft Office site.
- Once a Volunteer proceeds to create their Volunteer Passport within MyPass, their information will then be stored in the MyPass system for the volunteer to access and update as they choose. Volunteers retain control of information in MyPass and at any point in time can decide who this is shared with.
- Volunteer-involving organisations provide information via a form on the weVolunteer website in the first instance, before being assisted to establish their MyPass registration. Volunteering Victoria may retain a list of organisation names and email addresses within the password-protected Microsoft Office site.
- Information received via forms on the weVolunteer website are stored securely in the password-protected Microsoft Office site.
- MyPass has security measures in place to protect information while allowing the volunteer or volunteer-involving organisation to stay in control of their own information. This is ensured by the information permission structure built into MyPass by design, ensuring control of personal information is retained by the individual volunteer. Other measures include:
  - A dedicated internal information security committee responsible for ensuring best practices for information security protection
  - ISO27001 Information Security Certification which requires annual renewal and on-going adherence to protocols
  - Regular Penetration Testing covering OWASP Top 10
  - Assurance that all data used in MyPass is stored within Australia
- Volunteer information will only be provided to volunteer-involving organisations at the request of the volunteer, when they either apply for a volunteer role with that organisation or accept an invitation to connect with the organisation.
- Volunteers who register via the weVolunteer website will be directed to MyPass to set up their own volunteer passport on the secure MyPass system.



- As part of the weVolunteer volunteer and organisation engagement plan, emails are added to mailing lists in MailChimp to provide participants with updates and information. MailChimp is password protected.
- Permissions will be sought for the retention of other contact information in password-secured Microsoft Office sites, including agreements with Volunteer Support Organisations.

## RESPONDING TO A DATA BREACH

Unfortunately, data breaches can still sometimes occur because of malicious intent or an unintended error.

If there is unauthorised access to or unauthorised disclosure of personal information, or a loss of personal information, that either Volunteering Victoria or MyPass holds as part of the weVolunteer project, the following steps will be taken:

- Volunteering Victoria will contact ALL weVolunteer participants to notify an actual or possible data breach, providing the type of information that has been accessed or disclosed;
- Volunteering Victoria will contact specific participants to notify an actual or possible data breach and recommend courses of action to improve security;
- MyPass will act to immediately contain the incident, preventing any further breach of data privacy or information security measure.
- MyPass will eradicate any problems on affected systems and recover those systems as critical response actions.
- MyPass will also notify any parties (Volunteers or Organisations) who have been directly impacted by the event
- MyPass will conduct an incident review to determine causes, reasons or vulnerabilities that lead to the breach and take necessary actions to rectify root causes

## CONTACT US

If you have questions about the weVolunteer data protection plan or need to notify us of a possible data breach, please contact the weVolunteer team at:

[wevolunteer@volunteeringvictoria.org.au](mailto:wevolunteer@volunteeringvictoria.org.au) or call 1800 950 495

weVolunteer will request a response from MyPass if the question or notification relates to the MyPass platform.



You will be contacted directly by weVolunteer or MyPass team members to answer your questions and discuss your concerns, including how a breach would be rectified.

If you are not satisfied with the responses you receive from the weVolunteer team or from MyPass, you can register a complaint or review at:

[info@volunteeringvictoria.org.au](mailto:info@volunteeringvictoria.org.au) or by calling 03 90524524