



The Hindu Helpline Privacy Policy

This Privacy Policy statement has been provided to state the privacy and protection of the personal information, provided by the individuals contacting the helpline, while carrying our functions and activities.

The Hindu Helpline is an initiative of Vishva Hindu Parishad of Australia Inc. an Australian not-for-profit organisation. We provide general assistance services including but not limited to telephonic consultations and emotional support to our clients who are in need due to crisis prevailing in their respective lives. We deeply empathise with our callers and understand their situation.

What is personal information?

Any information or opinion identifying an individual, even if the information or opinion is true or not, which may include any sensitive information including but not limited to your health information or sexual orientation, religion etc.

What personal information do we collect?

From time to time, we may collect the information basis our interactions and mode of communication with you that may include your name, e-mail addresses, phone number, gender, your emotional state etc.

Our telephone services

You are free to call us anonymously or by using any pseudonym. We will only collect personal information at your discretion.

Our email services

Your e-mail address and any information provided in the e-mail body, will be collected, and stored by our Information Technology systems.

Job applicants, committee members, volunteers, donors and sponsor contacts

We create a database to store the information of the job applicants, our committee members, volunteers, donors and sponsor contacts at the time of contacting us and while they work with us.

Such personal information may include the following:

- Name and contact details
- Position, qualifications, past employment history, membership of professional associations, and contact details of referees
- Banking and/or payment details
- Details of Working with Children checks and National Police Record checks
- Information about your induction, training, and performance
- Health information which may be relevant to your role.





While we collect all the personal information directly, we may also collect such information from third parties like their nominated referees, other workers/volunteers in our organisation and third-party service providers.

We may also use your personal information to process your donations, to contact you about fundraising or about further opportunities to support our organisation.

B. How do we use and disclose your personal information?

- Our telephone & email service:

The only personal information that will be collected and stored is what you may choose to provide and at your sole discretion.

We do not share any personal information, collected by us, to any external organisations except for lawful purposes such as Court order or other legal process, as dictated by law, that requires us to provide access to this personal information.

The calls may be recorded and used for quality and training purposes, to enable us to improve our services.

If we find the calls to be of harassing in nature or in case we suspect any terrorist call, we may collect all the relevant personal information of the caller in order to take active steps against the caller or to report to the police.

Security

We ensure to protect any personal information from any misuse, loss, theft and from any unauthorised access, modification, or disclosure. We keep the information in electronic format on our secured servers of Microsoft Azure.

Access and correction

You can request us to update the information provided by you. You will need to verify your identity in case of update or correction of details.

Please write to HinduHelpline@vhpsa.org.au with details of changes required.

Privacy queries and complaints

In case of any query or discrepancy, you may write to the Director Hindu Helpline at HinduHelpline@vhpsa.org.au or write to the parent body at contact@vhpsa.org.au

Changes to our Privacy Policy

We may update or change this Privacy Policy from time to time to ensure that the same reflects the lawful acts and practices of our organisation. Any changes will take effect from the time that they are updated and posted on our website at www.HinduHelpline.org.au

