

Privacy Statement for CONNECT PSVs, Coordinators and Administrators

This Privacy Statement explains how the Virgin Australia Group (“we”, “us” or “our”) will collect and handle personal information about Peer Support Volunteers (“PSVs”), CONNECT Coordinators (“Coordinators”) and CONNECT Administrators (“Administrators”) as part of the CONNECT Peer Support Program (“CONNECT”).

1. What personal information will we collect and when and how will we collect it?

When you express an interest in becoming a PSV, Coordinator or Administrator we need to collect some personal information about you, directly from you. If you do not want to provide your personal information to us, then you will not be able to participate in CONNECT as a PSV, Coordinator or Administrator.

The personal information we collect may include information we already hold about you, such as your name and your work contact details. It may also include information about why you are interested in becoming a PSV, Coordinator or Administrator and what makes you a good fit for the role. Further, we may collect personal information about you from your employee record or Leader to assess your suitability for CONNECT.

If you are onboarded as a PSV, Coordinator or Administrator, we will note in your employee record that you are acting in such role. When you provide support to a team member seeking support (a “Peer”), you may communicate with that Peer through email or Teams messages to set up a time for support. These communications will identify you. When you provide support to a Peer you will also need to record the support case in our CONNECT case management system in a pseudonymised form. While you must not record identifiable details about the Peer in the system (i.e., you must follow the instructions in the manual and use a pseudonym instead of the Peer’s name), you will be identifiable to us as the PSV assigned to the support case.

We may also collect personal information about you from a PSV, Coordinator, Administrator or Peer if they provide feedback or make a complaint that relates to you.

2. What will we use and hold your personal information for?

We will use and hold personal information we collect about you in connection with CONNECT for the purpose of:

- delivering and managing CONNECT, including to provide you with support through CONNECT;
- reviewing, reporting on and improving CONNECT;
- protecting and managing the protection of the life, health and safety of you, our people and our guests, including to contact you if there is suspected unlawful activity or serious misconduct or a serious threat, critical incident or emergency which one of your cases may relate to;
- managing our relationship with you, including determining disciplinary action if necessary; and
- assessing and complying with legal, audit, insurance, reporting, record-keeping and investigation requirements and for operational, safety regulatory compliance purposes, including investigating unlawful activity, or misconduct of a serious nature, that relates to our functions or activities.

Subject to the circumstances in section 1 where you will be identifiable, where possible, we will use aggregate and de-identified information. For example, when reviewing, reporting on, and improving CONNECT as a program, we will only use anonymous insights and statistics generated from the information we collect.

3. Who will we share your personal information with?

We may share your personal information internally and externally on a 'need-to-know' basis for the purposes described under section 2 - *“What will we use and hold your personal information for?”*.

4. Questions or concerns?

If you have a question or concern about CONNECT, including about the collection, use, access, correction, storage or disclosure of your personal information, you can contact CONNECT at connect@virginaustralia.com. Such requests, questions and concerns will be assessed on a case by case basis.

5. Updates to this Privacy Statement

Updates to this Privacy Statement will be published on the CONNECT website, available at [HOME | Connect Peer Support Program](#).

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