

Privacy Policy Burdekin Association

August 2020

YOUR PRIVACY IS IMPORTANT

This statement outlines The Burdekin Association's policy on how it uses and manages personal information provided to or collected by it via its website, www.burdekin.org.au.

The Burdekin Association (TBA) is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

TBA may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the TBA's operations and practices and to make sure it remains appropriate to the changing legal environment. This Privacy Policy will be updated and posted to TBA website and in some cases may be sent out via e-mail.

WHAT INFORMATION DOES TBA COLLECT AND HOW?

You may visit our website/s anonymously.

We

- collect only information which the organisation requires for its primary function;
- ensure stakeholders are informed about why we collect and how we administer the information;
- use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- store personal information securely, protecting it from unauthorised access; and
- provide stakeholders with access to their own information, and the right to seek its correction.

We collect personal information via the website for the purposes of:

- providing a newsletter or information resources to those who register on our website (www.burdekin.org.au)
- receiving an inquiry from you
- registering a complaint
- processing donations and other payments
- improving our services and fundraising strategies.

When using TBA website, you may be asked to enter your name, email address, postal address, phone number and other information necessary for the purposes listed above.

PERSONAL INFORMATION YOU PROVIDE

We generally collect personal information from or about a person by way of online forms and website registration. You have the right to seek to deal with us anonymously or using a pseudonym. However, unless you identify yourself, it will not be practicable for us to deal with you or provide services to you except for the most general responses to general enquiries.

PERSONAL INFORMATION PROVIDED BY OTHER PEOPLE

In some circumstances, TBA may be provided with personal information about an individual from a third party, for example their parents, guardians or other responsible person.

HOW WILL TBA USE THE PERSONAL INFORMATION YOU PROVIDE?

TBA will use personal information only for the primary purposes for which it was collected, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

TBA may share personal information that service participants have provided with consent to help promote the work of the organisation and/or to raise awareness of appropriate housing and support options for young people. We will always obtain your consent to share personal information for program promotion or raising awareness.

WHO MIGHT TBA DISCLOSE PERSONAL INFORMATION TO?

TBA does not sell, trade or otherwise transfer your personal information to outside parties. This does not include trusted third parties who assist us in operating our website and conducting our business as long as those parties agree to keep this information confidential.

TBA website includes links to third-party websites. When visiting third-party websites, users are no longer bound by this Privacy Policy and TBA cannot guarantee how third party websites manage their data. Users are to review those websites to view a copy of the relevant privacy policy.

We may release your information to comply with the law or to anyone you authorise TBA to disclose information.

Non-personally identifiable website visitor information may be provided to other parties for marketing or other uses.

SENDING INFORMATION OVERSEAS

TBA uses overseas providers of IT services including servers and cloud services. TBA will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

HOW DOES TBA TREAT SENSITIVE INFORMATION?

In referring to 'sensitive information', TBA means: *"information relating to a person's racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual"*.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

MANAGEMENT AND SECURITY OF PERSONAL INFORMATION

TBA's employees and contractors are required to respect the confidentiality of personal information and the privacy of individuals.

TBA has in place steps to protect the personal information it holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including passworded access rights to digitised records and secure storage and handling of hard-copy records.

USE OF COOKIES

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use web beacons and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you.

UPDATING PERSONAL INFORMATION

We endeavour to ensure that the personal information we hold is accurate, complete and up-to-date. A person may seek to update their personal information held by TBA by contacting the Privacy Officer of TBA at any time.

You have the right to check what personal information TBA holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which TBA holds about them and to advise TBA of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information TBA holds about you, please contact the Privacy Officer in writing.

TBA may require you to verify your identity and specify what information you require.

HOW LONG WILL TBA KEEP MY INFORMATION?

The Australian Privacy Principles and the Health Privacy Principles require TBA not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, some of your information will be kept for the purpose of promoting programs or raising awareness, as you will have consented to that in writing with us.

ENQUIRIES AND PRIVACY COMPLAINTS

If you would like further information about the way TBA manages the personal information it holds, please contact the Privacy Officer at privacy@burdekin.org.au. If you have any concerns, complaints or you think there has been a breach of privacy, please contact our Privacy Officer who will first deal with you, usually over the phone. If we have not dealt satisfactorily with your concerns, we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: enquiries@oaic.gov.au
- tel: 1300 363 992

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