

# Website Privacy Statement

## 1. Purpose

The Burdekin Association is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (the Privacy Act) and other relevant state laws in relation to the management of personal information.

The Website Privacy Statement (the Statement) describes how we collect, hold, use and disclose your personal information.

The Statement will be reviewed and updated on a periodic basis but especially when changes are made to relevant legislation or in times of major technological change.

## 2. What is personal information?

The Statement adopts the definition of 'personal information', as defined in the Privacy Act. Generally, it refers to any information or an opinion that could be used to identify you.

## 3. How do we collect personal information?

We may collect your personal information if you interact with our organisation online, through our website. This collection may be required to allow you to:

- make a donation;
- receive information from us, including online newsletters or other alerts via email communication;
- register as a volunteer;
- complete an online form; or
- submit an enquiry or complaint.

## 4. What personal information do we collect?

We only collect the personal information you have provided. This may include but it is not limited to your name, address, age, date of birth, telephone number, email address or donation amount. Occasionally, additional information may be requested of a sensitive nature, but only with your consent.

If you wish to make a donation, you may provide credit card details and other information which will allow us to process your request and finalise your donation.

In some circumstances, this information may be provided about an individual by a third party, such as a parent, guardian or other responsible person.

Ultimately, you determine the amount of information you wish to provide to us and you do have the option of interacting with us anonymously or with a pseudonym, if you feel more comfortable interacting with us in this way. Notwithstanding, we do require certain information in order to respond to a specific interaction.

## 5. How do we use your personal information?

The personal information you provide to us may be used by us for the primary purpose for which the information was collected. For example, to send you emails about our activities if you have agreed to receive our emails, to respond to enquiries or, if you lodge a complaint with us, to process and respond to your complaint. For any other purpose, your prior consent will be obtained.

## **6. Security of your personal information**

We will take reasonable steps to ensure the security of all information we collect, including that the information is protected from misuse and loss, and from unauthorised access, modification or disclosure. We will also take reasonable steps to destroy or de-identify your personal information once it is no longer needed or have been instructed by you to permanently remove or suppress your personal information.

It is noted that we use overseas providers of IT servers and cloud services. We will not send your personal information outside of Australia without obtaining your consent or complying with the relevant legislation.

## **7. Disclosure of personal information**

Your personal information will only be disclosed for the purposes for which you gave it to us or for a secondary purpose, if permitted by law, which includes:

- where you have consented;
- where you would reasonably expect us to do so, and where related to the primary purpose of collection or in the case of sensitive information, directly related to the primary purpose;
- where required or authorised by or under legislation or a court/tribunal order; or
- where a permitted situation exists under the Privacy Act.

Information may be provided to third parties where services relating to the purpose for which the personal information is collected are outsourced or you would reasonably expect us to disclose it to a third party for a particular purpose. For example, we may disclose your information to:

- our delivery partners;
- our third party service providers (such as our IT service provider)
- our marketing service provider
- our professional advisors (such as accountants, auditors and lawyers)

## **8. Use of cookies**

When you access our website, enabling cookies will allow us to maintain the continuity of your browsing session and recall your details upon your return. We may also use web beacons and JavaScript. If your browser is set up to block, reject or delete these functions, our webpage may not function in the way you wish it to.

## **9. Accessing and correcting personal information**

You may request access to your personal information and ask that we correct that personal information. We aim to respond to any request for access or correction within 30 days. If, for whatever reason, your request for access or correction is denied, you will be notified in writing.

## **10. Complaints about your privacy**

If you believe your privacy has been breached or you have a complaint about how we have handled your personal information, please contact us in writing and we will aim to respond within 30 days.

If you are not satisfied with our response, you may lodge a formal complaint with the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)).