

The Privacy Act 1988 requires us to have a privacy policy. This Privacy Policy may be updated from time to time as required.

The Privacy Policy details:

- What information we collect
- How we collect information
- Why we collect information
- How we store personal information
- How to access and correct information about you
- How to make a complaint about privacy

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable.

Sensitive information is a subset of personal information and includes information or an opinion about your health (for use in the event of an emergency or health event, or to determine suitability for equipment use).

Statistical information is a further subset of personal information and includes information about:

- DOB / age
- interests and hobbies
- skills
- other as required or appropriate

What information we collect

We may collect personal information about you when it's reasonably necessary for, or directly related to, our functions or activities.

We may collect sensitive information about you:

- where you consent
- when the collection is authorised or required by law
- when the collection is otherwise allowed under the Privacy Act

The kinds of personal information we may collect includes (but will not be limited to):

- name
- address
- gender
- date of birth
- contact details

Information about your circumstances, such as your:

- education status / skills
- cultural and linguistic background
- health and welfare
- disabilities

Information about your family and other related persons, such as any:

- emergency contact
- next of kin
- carers

Information about your interactions with us, such as:

- applications
- payments
- services we provide you
- feedback and complaints
- any other special service arrangements

We may also collect information about how you use our online services and applications, such as:

- pages you visit
- online forms you fill in
- survey responses
- your interactions

How we collect information

We collect your personal information through a variety of channels. This may include paper forms or notices, email, online portals, mobile applications, correspondence, face to face or over the telephone, or other channels deemed appropriate to secure required information.

Social networking services

We use social networking services such as Facebook to talk with the public and our members. When you talk with us using these services we may collect your personal information to communicate with you and the public.

The social networking service will also handle your personal information for its own purposes. Social networking services have their own privacy policies. You can access the privacy policies for these services on their websites.

Data exchanges

We may exchange data with other agencies (eg insurance agencies, emergency services). We do this under relevant legislation to collect accurate, up-to-date and necessary information.

Why we collect information

We collect personal information about you where it is reasonably necessary for, or directly related to, one or more of our functions or activities.

To deliver payments and services

We may collect your personal information when it is reasonably necessary for delivering payments or services. For example, we may collect your personal information to:

- confirm your identity

- communicate with you, including by SMS or email
- provide information about available support
- ensure correct payments are made
- verify data provided in relation to claims and reviews with third parties
- investigate fraud, including internal fraud and the assessment of payment eligibility
- manage complaints and feedback
- manage and respond to requests for information
- administer and provide online services.

To improve our services

We may use your personal information to conduct statistical analysis and research to improve service delivery.

In the event we engage a third party to conduct statistical analysis or research, we'll contact you or a trusted research company will on our behalf. Our contracts with each research company will contain legally binding provisions to protect your privacy.

We will only give contracted research companies personal information when necessary. Your information stays confidential and is:

- not used for any purpose except for the specific research activity
- not given to anyone else
- destroyed or returned to us when the research is over.

For employment, recruitment and contracting

We collect personal information to establish and maintain records for the employment and recruitment of staff and engagement of contractors.

Only when required with third parties

The disclosure of your personal information will depend on the situation to which the information relates.

To provide you with a more personalised experience

We may use information about your online experience to help us improve our services.

We may need to share your personal information if we're authorised or required by law to do so.

How we store personal information

We take reasonable steps to protect your personal information against misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include:

- storing paper records securely
- storing digital records securely
- only accessing personal information on a need-to-know basis and by authorised representatives
- monitoring system access which can only be accessed by authenticated credentials
- ensuring our buildings are secure
- regularly updating and auditing our storage and data security systems

When no longer required, we destroy or archive personal information in a secure manner.

Secrecy

In addition, our staff, office bearers and other nominated representatives are bound by secrecy provisions that regulate information we collect to provide services to you. These secrecy provisions restrict the access, use and communication of protected information.

How to access and correct information about you

You have the right to both ask:

- for access to personal information that we hold about you
- that we correct personal information we hold about you

If you ask, we will give you access to your personal information, and take the necessary steps to correct it if it is incorrect.

We will notify you in writing, and explain our reasons, if we refuse to give you access to or correct your personal information.

How to make a complaint about privacy

If you wish to complain about how we've handled your personal information, please contact us at alburywomensshed@gmail.com.

How we deal with your complaint

- We will always respond to your feedback.
- We will use the information from your feedback to investigate and resolve individual issues.
- We will use the information to provide feedback to staff, contractors or others as deemed appropriate for the complaint.

Your information will be stored and used to assist us to improve the delivery of our services.

If we do not resolve your complaint to your satisfaction, you can contact OAIC (Office of the Australian Information Commissioner) (<https://www.oaic.gov.au/privacy/privacy-complaints/>). The OAIC is independent to us.