

PRIVACY POLICY

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Responsibility:	Board
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1. POLICY OBJECTIVE

The Confident Girls Foundation (Confident Girls) is committed to protecting the privacy of our donors, supporters, directors, staff, volunteers, recipients and other individuals who deal with us. This Privacy Policy sets out more about your rights and our policy on the handling of your personal information.

This policy is based on the following principles, which seek to ensure that ‘personal information’ (as that term is defined in the Privacy Act 1988 (Cth)) is:

- Used fairly and lawfully
- Accurate
- Handled according to the Australian Privacy Principles, and
- Safe and secure.

2. WHAT SORT OF PERSONAL INFORMATION DO WE COLLECT AND HOLD?

We may collect and hold personal information about you such as:

- Information collected when you are referred to us, contact us, donate or receive a grant from us. This includes your name, address, date of birth, contact details and other personal details
- Financial information that you submit
- The content of any correspondence, messages, feedback or comments that you send us
- Information about your preference for services and products we offer from time to time and about your dealings with us, and
- From time to time, we may also collect information that you submit when you participate in any surveys or research which we conduct.

If you apply for a position with us, we may also collect information about your qualifications, experience, character and screening check results (including health, reference, background, directorship, financial probity, identity, eligibility to work, vocational suitability and criminal record checks). If you then take on a position with us, we may also collect information about your current or former employment or engagement including information about your training, disciplining, resignation, termination, terms and conditions, staff benefits, emergency contact details, performance, conduct, use of our IT and communications resources, payroll matters, union or professional/trade association membership, recreation, drug/alcohol tests, leave and taxation, banking or superannuation affairs. We are required or authorised to collect your personal information under various laws including the Fair Work Act, Superannuation Guarantee (Administration) Act and Income Tax Assessment Act.

If we collect sensitive information about you, such as information about health, religion, ethnic origin or criminal record, we will do so only where you consent, provide the information to us voluntarily or we are otherwise authorised by law.

3. HOW DO WE COLLECT PERSONAL INFORMATION?

If it is reasonable and practical to do so, Confident Girls will collect personal information directly from the individuals concerned with their consent. This may be through application forms, donation forms, acquittal forms, legal agreements, over the telephone, the internet, or in person.

Confident Girls may also need to collect personal information from other people or organisations. This information is collected with the person's consent, except in circumstances permitted by legislation. Sometimes this may happen without direct involvement. Some examples of the people or organisations from which the Confident Girls may collect personal information about individuals are:

- Partners and potential Partners: clubs, associations, sporting, community and educational organisations including ancillary funds, trusts and foundations
- Publicly available sources of information (such as telephone directories and the internet)
- An individual's representative (such as a parent, coach, project contact, legal adviser, financial advisor, business manager)
- An individual's employer
- Government bodies and agencies
- Financial institutions.

So that the Confident Girls can better tailor information and services to individual needs, when it sends email messages, it may use technology to identify persons to know when email is opened or links used within an email.

4. OUR WEBSITE

We may also collect information that tells us about visitors to our website. The information collected may relate to date, time, duration of the visit, number of visitors, and the web pages that generate the most hits. The information will not generally be linked to the identity of the visitors. Like many other websites, our Website may use 'cookies' from time to time. A cookie is a piece of information that allows our system to identify and interact more effectively with your device. The cookie helps us to maintain the continuity of your browsing session and remember your details and preferences when you return. You can configure your web browser software to reject cookies however some parts of our website may not have full functionality in that case.

In some cases, third parties may use cookies and other technologies such as web beacons on our website in connection with online services like banner advertising, website analytics and surveys. This may allow them to collect information about your use of our website (including your computer's IP address) which they may store in the Australia or other countries. The use of these technologies allows them to deliver customised advertising content, measure the effectiveness of their advertising, evaluate users' use of our website and other websites and provide other services relating to website activity and internet usage. Those third parties may also transfer the information they collect to others were required to do so by law, or where those others process the information on their behalf. [The services we may use from time to time include Google Analytics, Adobe and Microsoft]. You can find more details in the privacy policies for those services, including information on how to opt-out of certain conduct.]

Where our website contains links to other websites we are not responsible for the content and the privacy practices of those third-party websites. We encourage you to examine each third-party website's privacy policy and make your own decisions regarding the accuracy, reliability and correctness of material on that website.

5. HOW IS PERSONAL INFORMATION USED AND DISCLOSED?

We may use or disclose your information for the following purposes:

- For the purposes for which it was collected and for related secondary purposes that you would reasonably expect
- Where you have consented to the use or disclosure
- Where we are permitted, authorised or required to do so by law
- To assist us in effectively providing services and products to you
- To enable us to confirm your identity when dealing with you and generally to maintain our relationship with you
- To assist in the proper functioning and development of our operations, for example, to ensure we act within requirements relating to risk management, trustee, fiduciary and any other legal obligations
- For Confident Girls research and planning purposes such as administering, managing and developing our services and products, and to inform you on an ongoing basis about services and products we think might interest you unless you opt out or we are otherwise prevented by law.

6. CIRCUMSTANCES IN WHICH CONFIDENT GIRLS PROVIDES PERSONAL INFORMATION TO OTHERS

Sometimes Confident Girls may provide personal information to external organisations. Generally, these are organisations that help Confident Girls conduct its programs and activities. These organisations may include:

- Project partners (organisations with whom we have agreements to provide funding or services or to source funding): Confident Girls may provide personal information to project partners to validate donation processing details already provided to us, for receipting purposes, to validate acquittal and expenditure of grants received, or to confirm the identity of donors or beneficiaries
- Authorised representatives of the Confident Girls
- Payment systems operators (for example, our online shop to receive credit card payments)
- For the purposes of storing personal information, Confident Girls and/or the Cloud Service Provider, which may be located in Australia or overseas
- Our accountants, auditors or lawyers
- Related Company or entity
- The individual's representatives (for example a parent, coach, project contact, legal adviser, financial advisor or business manager)

Confident Girls strives to limit the personal information it provides to outside organisations to what they need to provide their services to the Confident Girls, and aims to disclose only the personal information necessary to provide services to donors, project partners, recipients, relevant partners and relevant regulatory authorities. The Confident Girls ensures that any organisation that it contracts with:

- Meets the privacy standards required to comply with the Privacy Act
- Uses the personal information provided only for the purposes of the specific service being provided to Confident Girls, and for no other purpose.

Confident Girls may also need to provide personal information to others outside Confident Girls where:

- Confident Girls is required to by law or has a public duty to do so. For example, a Court, a regulator (such as the Australian Taxation Office) or the police can compel Confident Girls to disclose personal information to them
- Individuals have expressly consented to their personal information being supplied to others for particular purposes.

7. HOW IS PERSONAL INFORMATION HELD?

We hold personal information in a combination of computer storage facilities, paper-based files and other records. These facilities and records are securely located on-site at our office and in archived form off-site at secured premises.

8. CREDIT CARD AND ONLINE TRANSACTIONS

Confident Girls has its banking facilities with Suncorp and may also utilise its Member (Netball Australia) banking facilities.

Confident Girls online donation portal is currently provided by the Australian Sports Foundation (www.asf.org.au).

9. HOW DO WE HANDLE REQUESTS TO PROVIDE ACCESS TO, OR CORRECT, INFORMATION?

You may request access to or corrections to personal information we hold about you. To help us deal with requests appropriately, we ask that all such requests be made in writing. Please provide as much detail as you can about the information you seek, as this will help us to retrieve the information. It is our policy to process your request within a reasonable time. There is no charge for requesting access to your information. However, we are entitled to charge for the reasonable cost of acting on your request. In some circumstances, there may be reason why we will not act on a request, such as where it would have an unreasonable impact on the privacy of others or we may not be permitted to do so by law.

Notifying us promptly when any of your personal details change or where you realise that any information we are holding about you is incorrect will assist us in ensuring the information we hold is as accurate as possible.

10. HOW TO CONTACT US REGARDING THIS PRIVACY POLICY

If you have any queries or concerns about the way that we handle your personal information, please let us know and we will endeavour to promptly resolve your enquiry or concern. We may request additional details from you regarding your concerns, and may need to engage or consult with other parties to investigate and deal with your issue.

Contact: Chief Executive Officer, Confident Girls Foundation
Email: info@confidentgirls.com.au
Address: PO Box 13285, Law Courts, Victoria, 3065

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Privacy Commissioner at privacy.gov.au and on 1300 363 992.

11. COMPLAINTS

If you wish to make a complaint about the way we have handled your personal information (including if you think we have breached the Privacy Act), you may do so by contacting us using the details set out above. If you make a complaint, please include contact details such as your name, address, telephone number and email address and clearly describe your complaint.

Any privacy complaints received by Confident Girls must be in writing and will be initially investigated by the Chief Executive Officer, Confident Girls. Confident Girls will endeavour to be as efficient as possible when investigating and responding to any privacy complaints. We will respond to all complaints within a reasonable time period appropriate to the specific complaint.