

# Privacy Policy



## Your privacy is important

This statement outlines **The Highlands Foundation's** policy on how **The Highlands Foundation** uses and manages personal information provided to or collected by it.

**The Highlands Foundation** 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.

**The Highlands Foundation** may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to **The Highlands Foundation's** operations and practices and to make sure it remains appropriate to the changing legal environment.

This privacy policy assumes that you are resident in Australia.

## What kind of personal information does **The Highlands Foundation** collect and how does **The Highlands Foundation** collect it?

The type of information **The Highlands Foundation** collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Name
- contact phone number
- contact email address
- If you are a member, **The Highlands Foundation** will also keep your residential address

## Personal Information you provide:

**The Highlands Foundation** will generally collect personal information held about an individual by way of **email or website forms**. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.



## **How will *The Highlands Foundation* use the personal information you provide?**

*The Highlands Foundation* will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, *The Highlands Foundation* will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

### **Volunteers:**

*The Highlands Foundation* also obtains personal information about volunteers who assist *The Highlands Foundation* in its functions or conduct associated activities, such as to enable *The Highlands Foundation* and the volunteers to work together.

*The Highlands Foundation* will not share your contact details with other volunteers, unless you give written consent.

## **How does *The Highlands Foundation* treat sensitive information?**

In referring to 'sensitive information', *The Highlands Foundation* means:

“information relating to a person’s racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual orientation or criminal record, that is also personal information; and health information about an individual”.

*The Highlands Foundation* will not collect, store or share any sensitive information about any individual.

### **Management and security of personal information**

*The Highlands Foundation’s* Committee members are required to respect the confidentiality of personal information and the privacy of individuals.

*The Highlands Foundation* has in place steps to protect the personal information *The Highlands Foundation* holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including passworded access rights to computerised records.



## Updating personal information

**The Highlands Foundation** endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by **The Highlands Foundation** by contacting the Secretary of **The Highlands Foundation** at any time.

The Australian Privacy Principles require **The Highlands Foundation** not to store personal information longer than necessary.

**The Highlands Foundation** may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction.

## How long will **The Highlands Foundation** keep my information?

Your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

## Enquiries and privacy complaints

If you would like further information about the way **The Highlands Foundation** manages the personal information it holds, please contact the Secretary. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Secretary who will first deal with you, usually over the phone. If we then 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](mailto:enquiries@oaic.gov.au)
- tel: 1300 363 992
- fax: +61 2 9284 9666