

PRIVACY POLICY & COLLECTION STATEMENT

Privacy Policy



1. INTRODUCTION

PROJECT US VICTORIA INCORPORATED ABN 65 221 976 016 (referred to as **Project Us Foundation, we, our, us**) is bound by the Privacy Act 1988 (**Privacy Act**), including the Australian Privacy Principles (**APPs**), and recognises the importance of ensuring the confidentiality and security of your personal information.

All third parties (including clients, suppliers, sub-contractors, or agents) that have access to or use personal information collected and held by the Project Us, must abide by this Privacy Policy and Collection Statement (Privacy Policy). Project Us Foundation makes this Privacy Policy available free of charge and can be downloaded from its website www.projectusfoundation.org

In this Privacy Policy:

- **Disclosure of information** means providing information to persons outside of Project Us Foundation.
- **Personal information** means information or an opinion relating to an individual, which can be used to identify that individual;
- **Privacy Officer** means the contact person within Project Us Foundation for questions or complaints regarding Project Us Foundation's handling of personal information;
- **Sensitive information** is personal information that includes information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences and criminal record, and also includes health information; and
- **Use of information** means use of information within Project Us Foundation.

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

We may collect and hold a range of personal information about you to provide you with our services, including:

- name;
- address;
- phone numbers;
- email addresses;
- occupation;
- credit card details;
- details relating to your donations and information relevant to the purpose of better identifying donor sources;
- other information relevant to the purpose of providing services such as family and living circumstances, education qualifications, employment history, financial information

including income, tenancy details, rental history and tenancy reference checks, interests, feedback preferences, user names and passwords, guardianship and service feedback and complaint details

- sensitive information about you that may include your gender, age, date of birth, health, disability, mental health, racial or ethnic origin, criminal convictions, religious affiliation, tax file numbers, and other particulars required as part of our funding obligations and/or that are relevant for the proper provision of the services that we provide
- survey and questionnaire responses

3. HOW DO WE COLLECT PERSONAL INFORMATION?

We generally collect personal information directly from you. For example, personal information will be collected through our application processes, forms and other interactions with you in the course of providing you with our products and services, including when you visit our website, use a mobile app from Project Us Foundation call us or send us correspondence.

We may also collect personal information about you from a third party, such as electronic verification services, referrers and marketing agencies. If so, we will take reasonable steps to ensure that you are made aware of this Privacy Policy. We may also use third parties to analyse traffic at our website, which may involve the use of cookies. Information collected through such analysis is anonymous.

We will not collect sensitive information about you without your consent, unless an exemption in the APPs applies. These exceptions include if the collection is required or authorised by law, or necessary to take appropriate action in relation to suspected unlawful activity or serious misconduct.

If the personal information we request is not provided by you, we may not be able to provide you with the benefit of our services, or meet your needs appropriately.

We do not give you the option of dealing with them anonymously, or under a pseudonym. This is because it is impractical, and, in some circumstances, illegal for Project Us Foundation to deal with individuals who are not identified.





4. UNSOLICITED PERSONAL INFORMATION

We may receive unsolicited personal information about you. We destroy or de-identify all unsolicited personal information we receive, unless it is relevant to our purposes for collecting personal information. We may retain additional information we receive about you if it is combined with other information we are required or entitled to collect. If we do this, we will retain the information in the same way we hold your other personal information.

5. WHO DO WE COLLECT PERSONAL INFORMATION ABOUT?

The personal information we may collect and hold includes (but is not limited to) personal information from:

- donor;
- potential donor;
- service providers or suppliers;
- prospective employees, employees and contractors; and
- other third parties with whom we come into contact.

6. WEBSITE COLLECTION

We collect personal information when we receive completed online generated forms from our website. We may also use third parties to analyse traffic at that website, which may involve the use of cookies. Information collected through such analysis is anonymous. You can view and access our Privacy Policy by clicking on the privacy policy button on our website.

To use our website, you must consent to our use of cookies. You can withdraw or modify your consent to our use of cookies at any time. If you no longer wish to receive cookies, you can Use your web browser settings to accept, refuse and delete cookies. To do this, follow the instructions provided by your browser. Please note that if you set your browser to refuse cookies, you may not be able to use all of the features of our website.

Cookies do not contain personal information in themselves, but can be used to identify a person when combined with other information. Cookies are small text files which are transferred to your computer's hard drive through your web browser that enables our website to recognise your browser and capture and remember certain information.

We will delete all data obtained through cookies regularly.

We also use analytics on the site. We do not pass any personally identifiable information through this function, however, the data we collect may be combined with other information which may be identifiable to you.

7. WHY DO WE COLLECT AND HOLD PERSONAL INFORMATION?

We may use and disclose the information we collect about you for the following purposes:

- provide you with our products and services;
- review and meet your ongoing needs;
- provide you with information we believe may be relevant or of interest to you;
- let you know about other products or services we offer, send you information about special offers or invite you to events;
- consider any concerns or complaints you may have;
- comply with relevant laws, regulations and other legal obligations;
- help us improve the products and services offered to our customers and enhance our overall business;

We may use and disclose your personal information for any of these purposes. We may also use and disclose your personal information for secondary purposes which are related to the primary purposes set out above, or in other circumstances authorised by the Privacy Act.

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 an exemption in the Privacy Act applies.

8. WHO MIGHT WE DISCLOSE PERSONAL INFORMATION TO?

We may disclose personal information to:

- a related entity of Project Us Foundation;
- an agent, contractor or service provider we engage to carry out our functions and activities, such as our lawyers, accountants, debt collectors or other advisers;
- organisations involved in a transfer or sale of all or part of our assets or business;
- organisations involved in managing payments, including payment merchants and other financial institutions, such as banks;
- regulatory bodies, government agencies, law enforcement bodies and courts;





- financial product issuers; and
- anyone else to whom you authorise us to disclose it or is required by law;

If we disclose your personal information to service providers that perform business activities for us, they may only use your personal information for the specific purpose for which we supply it. We will ensure that all contractual arrangements with third parties adequately address privacy issues, and we will make third parties aware of this Privacy Policy.

9. MANAGEMENT OF PERSONAL INFORMATION

We recognise the importance of securing the personal information of our customers. We will take steps to ensure your personal information is protected from misuse, interference or loss, and unauthorised access, modification or disclosure.

Your personal information is generally stored in our computer database. Any paper files are stored in secure areas. In relation to information that is held on our computer database, we apply the following guidelines:

- passwords are required to access the system, and passwords are routinely checked;
- data ownership is clearly defined;
- we change employees' access capabilities when they are assigned to a new position;
- employees have restricted access to certain sections of the system;
- the system automatically logs and reviews all unauthorised access attempts;
- unauthorised employees are barred from updating and editing personal information;
- all computers which contain personal information are secured both physically and electronically;
- data is encrypted during transmission over the network;

We are committed to keeping your personal information secure. We will use all reasonable steps to protect the personal information which we hold from misuse and loss, and from unauthorised access, modification and disclosure.

Personal information is treated as confidential information and sensitive information is treated as highly confidential.

It is a legislative requirement that we keep all personal information and records for a period of 7 years. After this, the information will be securely destroyed.

10. DIRECT MARKETING

From time to time, we may use or disclose your Personal Information for the purposes of direct marketing and this will be done in accordance with applicable laws. You may opt-out from receiving direct marketing communications at any time by contacting us with such request. We will endeavour to meet your request within a reasonable time.

11. IDENTIFIERS

We do not adopt identifiers assigned by the Government (such as drivers' licence numbers) for our own file recording purposes, unless one of the exemptions in the Privacy Act applies.

12. HOW DO WE KEEP PERSONAL INFORMATION ACCURATE AND UP-TO-DATE?

We are committed to ensuring that the personal information we collect, use and disclose is relevant, accurate, complete and up-to-date.

We encourage you to contact us to update any personal information we hold about you. If we correct information that has previously been disclosed to another entity, we will notify the other entity within a reasonable period of the correction. Where we are satisfied information is inaccurate, we will take reasonable steps to correct the information within 30 days, unless you agree otherwise. We do not charge you for correcting the information.

13. ACCESSING YOUR PERSONAL INFORMATION

Subject to the exceptions set out in the Privacy Act, you may gain access to the personal information that we hold about you by contacting the Project Us Foundation Privacy Officer. We will provide access within 30 days of the individual's request. If we refuse to provide the information, we will provide reasons for the refusal.

We will require identity verification and specification of what information is required. An administrative fee for search and photocopying costs may be charged for providing access.





14. UPDATES TO THIS PRIVACY POLICY

This Privacy Policy will be reviewed from time to time to take account of new laws and technology, and changes to our operations and the business environment.

15. RESPONSIBILITIES

It is the responsibility of Project Us Foundation management to inform employees and other relevant third parties about this Privacy Policy. Project Us Foundation management must ensure that employees and other relevant third parties are advised of any changes to this Privacy Policy. All new employees are to be provided with timely and appropriate access to this Privacy Policy, and all employees are provided with training in relation to appropriate handling of personal information. Employees or other relevant third parties that do not comply with this Privacy Policy may be subject to disciplinary action.

16. NON-COMPLIANCE AND DISCIPLINARY ACTIONS

Privacy breaches must be reported to management by employees and relevant third parties. Ignorance of this Privacy Policy will not be an acceptable excuse for non-compliance. Employees or other relevant third parties that do not comply with this Privacy Policy may be subject to disciplinary action.

17. INCIDENTS/COMPLAINTS HANDLING/ MAKING A COMPLAINT

We have an effective complaints handling process in place to manage privacy risks and issues.

However, if you are concerned in any way of how we manage and maintain your personal data, you can please contact our privacy officer and discuss your concerns. We will register your complaint and will address the concerns at the earliest possible.

Should you have any questions about this Privacy Policy, or wish to make a complaint about how we have handled your personal information, you can lodge a complaint with us by:

- ✉ **writing** – PO Box 96, Flinders Lane VIC 8009
- ✉ **emailing** – support@projectusfoundation.org

If you are not satisfied with our response to your complaint, you can also refer your complaint to the Office of the Australian Information Commissioner by:

- ✉ **telephoning** – 1300 363 992
- ✉ **writing** – Director of Complaints, Office of the Australian Information Commissioner, GPO Box 5218, SYDNEY NSW 2001
- ✉ **online submission** – https://forms.business.gov.au/smartforms/landing.htm?formCode=APC_PC

18. CONTRACTUAL ARRANGEMENTS WITH THIRD PARTIES

We ensure that all contractual arrangements with third parties adequately address privacy issues, and we make third parties aware of this Privacy Policy.

Third parties will be required to implement policies in relation to the management of your personal information in accordance with the Privacy Act. These policies include:

- ✉ regulating the collection, use and disclosure of personal and sensitive information;
- ✉ de-identifying personal and sensitive information wherever possible;
- ✉ ensuring that personal and sensitive information is kept securely, with access to it only by authorised employees or agents of the third parties; and
- ✉ ensuring that the personal and sensitive information is only disclosed to organisations which are approved by us.

