

# Privacy Policy

## 1. Introduction

Psychology for a Safe Climate (PSC) is committed to protecting the privacy of personal information which the organisation collects, holds and administers. As a small charity working with sensitive climate-related mental health issues, we understand that trust is essential for our work. This policy outlines how we handle your personal information in a clear, straightforward way that reflects our values and legal obligations.

This Privacy Policy (Policy) describes how PSC collects, handles and protects the privacy of your personal information in accordance with the *Privacy Act 1988* (Privacy Act) and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

## 2. Purpose

The purpose of this document is to provide a framework for PSC to deal with privacy considerations. We aim to:

- Explain what personal information PSC collects and why
- Describe how we use, store and protect your information
- Outline your rights regarding your personal information
- Provide clear contact information for privacy-related questions or complaints
- Ensure compliance with Australian privacy laws

## 3. Scope

This policy applies to all personal information collected by PSC through:

- Our website and online platforms
- Social media channels (Facebook, Instagram, LinkedIn, member community hub)
- Events, workshops and training programs
- Membership and volunteer activities
- Professional supports and consultations
- Email communications and newsletters

## 4. Definitions

**Personal Information:** Personal information means any information or opinion about an identified individual or an individual who is reasonably identifiable, whether true or not. It does not include information that is de-identified.

**Sensitive Information:** Personal information about your health, mental health, professional memberships, or other sensitive matters as defined by the Privacy Act.

**PSC Platforms:** All our digital presence including website, social media, and member community hub.

## 5. Collection of your personal information

### 5.1 Purpose of Collecting Personal Information

PSC collects personal information for the purpose of carrying out its functions as a not-for-profit organisation, employer, and other associated functions. These purposes may include:

- Delivering workshops, training programs and educational services
- Quality improvement and sharing back with the broader community the impact of our offerings
- Providing psychological support and advocacy
- Marketing and fundraising
- Support services
- Research into climate psychology
- Health promotion
- Volunteering and other support activities
- Managing memberships and volunteer activities
- Responding to inquiries and providing support

Where it is practicable, you will be given an option to exercise anonymity or use a pseudonym when disclosing information.

You always have the right to request us to remove your details from our database or reduce the volume of correspondence you receive from us.

### 5.2 Type of Personal Information Collected

The types of personal information we collect about you depends on the dealings you have with us, and may include:

- contact information: name, address, email address, phone number, mobile phone number
- demographic information: age, date of birth, gender
- your cultural and linguistic background, including whether you identify as Aboriginal or Torres Strait Islander
- your donation and payment details
- your professional background, employment, qualifications
- a history of your transactions, correspondences and interactions with PSC
- if relevant, details about your personal interests and climate-related concerns
- technical data, which may include IP address

### 5.3 How We Collect Information

There are a number of ways we may collect personal information. These may include (subject to the Australian Privacy Principles):

- directly from you when you provide information by phone, in person, via our website
- from you directly when you interact with us (e.g. your emails, our discussions with you, your access and use of our website, your completion of forms and application processes for our programs, when you complete our surveys, when you sign up to our events,

- newsletter, or membership)
- through delivery of our services including member activities, participation in our events and programs and your interaction with our website
- from our own records of your transactions and interaction with PSC
- from publicly available sources of information including social media
- from a third party known to you who makes a donation and nominates you as the recipient of communication regarding that donation
- in forms filled out either online or in hard copy
- face to face or when you speak with us directly
- via email, online surveys, social media or conversations

#### **5.4 Collecting Sensitive Information**

As part of administering services to you, we may collect health information and other sensitive information. For example, we may collect emotional wellbeing information from you, if you are participating in a study or initiative.

Sensitive information includes the following type of information: your health, mental health, racial or ethnic origin, political opinions, membership of a political association, religious beliefs or associations, philosophical beliefs, memberships, sexual orientation, genetic information, or criminal record. We will take all reasonable steps to ensure that all sensitive information we collect is in accordance with the Australian Privacy Principles.

#### **5.5 Collecting Information from Third Parties**

PSC may on occasions collect information about you from a third party. When we do so, we will take reasonable steps to ensure that we make you aware of the collection of your information in accordance with Australian Privacy Law.

#### **5.6 Cookies / Collecting Information from Websites**

When individuals access the PSC main website and certain other websites under the control of PSC, the organisation may use software embedded in our website and may place small data files (or cookies) on the individual's computer or other device.

The purpose of these cookies is to collect information about which pages you view and how you reach them, what you do when you visit a page, the length of time you remain on the page, and how PSC performs in providing content to you. This also helps PSC to serve you more efficiently if you revisit the site.

We may use Google Analytics to inform us of how visitors use our site based on your browsing habits, so that we can improve our site to make it easier for you to find the information you are seeking. Google also receives this information as you browse our site and other websites on the Google Display Network using Remarketing.

We may also use pixel tracking, which indicates when your computer has visited pages on our websites where a pixel has been installed. As with cookies, this does not identify you personally, only the device you are using.

**Your Cookie Controls:** You may refuse to use cookies by selecting the appropriate settings on your browser. If you would like to opt-out of customised Google Display Network services and Google Analytics for Display Advertising you can use Ad Settings. You can also use the Google

Analytics Opt-out Browser Add-on so you are not tracked into Google Analytics.

PSC websites may contain links to other external websites. PSC is not responsible for the privacy practices or the content of websites that it may link to and cookies or other tracking devices that are used on linked websites.

## **6. Use and Disclosure of personal information**

### **6.1 General**

PSC won't disclose your personal information to other organisations except in order to carry out its organisational purposes. At no time, will your information be sold, 'spammed', or rented to another organisation without your permission. PSC will only use/disclose the information provided for the purpose(s) for which it was collected.

We collect, use and may disclose your personal information for the following purposes:

#### **Primary purposes:**

- to provide our services, including workshops, training programs, educational services, psychological support and advocacy
- to deliver member activities and manage memberships and volunteer activities
- to manage and conduct our organisation
- to help us manage, assess, develop and enhance our services, including our online presence
- to obtain feedback and conduct quality improvement activities
- to contact you, for example to respond to your queries or complaints
- to send you newsletters and event information (if you have opted in to receiving it)
- to assess the performance and to improve the operation of our website and member community platforms
- to process and respond to any complaint made by you
- to comply with our legal obligations, resolve any disputes and enforce our agreements and rights with third parties

#### **Secondary purposes (with your consent or reasonable expectation):**

- for fundraising and donor communications
- for research into climate psychology (anonymised where possible)
- for partnership activities with aligned organisations
- for administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes

We care for, and value the security of your personal information. We will take all reasonable steps to ensure all third party service providers we use are contractually bound to comply and adhere with privacy requirements under relevant legislation.

At any time you can notify PSC to be removed from mailing and distribution lists ('opt-out') and your decision will be respected by PSC.

If you do not provide us with the personal information described above, some or all of the following may occur:

- we may not be able to provide the requested services to you, either to the same standard or at all
- we may be unable to tailor the content of our service or website to your preferences and

your experience of our services may not be as enjoyable or useful

## **6.2 Overseas Use and Disclosure**

PSC may from time to time utilise data hosting facilities or enter into contractual arrangements with third party service providers to assist PSC with providing our goods and services. As a result, personal information provided to PSC may be disclosed to, and stored at destinations outside Australia, including but not limited to, New Zealand, Netherlands, China, Singapore, Hong Kong, Japan, Ireland, Canada, United States of America and the United Kingdom.

Personal information may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents and/or partners.

Prior to disclosing personal information to third party service providers operating outside Australia, PSC takes reasonable steps (in those circumstances) to ensure that the overseas recipient will handle that information in a way that does not breach the Australian Privacy Principles (APPs).

## **7. Security**

### **7.1 Storage and Security of Personal Information**

PSC will take all reasonable steps to keep secure any information which we hold about you (whether electronic or in hard copy), and to keep this information accurate and up to date. This includes complying with relevant security standards for payment card information where applicable.

Your personal information is stored on secure servers that are protected in controlled facilities. We require our employees and data processors to respect the confidentiality of any personal information held by us and that they abide by our confidentiality policy and procedures.

#### **Security measures:**

- Password-protected electronic systems
- Limited access on need-to-know basis
- Regular security updates and staff training
- Secure data hosting facilities

We only keep your personal information for as long as it is required for the purpose for which it was collected or as otherwise required by applicable laws. If we no longer need to hold your personal information for any reason or we are no longer required by law to keep it, we will take all reasonable steps to de-identify or destroy that information.

## **8. Access to and correction of personal information**

### **8.1 Access**

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons.

We may need to verify your identity before responding to your request. Subject to any applicable exceptions or requirements, we will provide you with access to the personal information you request within a reasonable time and usually within 30 days. If we decide to refuse your request,

we will tell you why in writing and how you can raise a complaint.

We may charge you a reasonable fee to cover our administrative and other costs incurred in providing the information to you. A fee will not apply to correct your personal information.

## **8.2 Correction of Personal Information**

PSC will take such steps that are reasonable (if any) to ensure that personal information it holds, having regard to the purpose for which the information is held, is accurate, up-to-date, complete, relevant and not misleading. PSC will take reasonable steps to correct the information if it is inaccurate, out-of-date, irrelevant, incomplete or misleading.

Individuals/organisations may apply to PSC to access and correct any personal information held by PSC.

All requests for access or correction are to be directed to PSC's Privacy Officer whose contact details are set out below. If we refuse to give you access or correct your personal information, we will inform you in writing of the reasons for refusal in compliance with the APPs.

## **9. Responsibilities**

PSC Board: Overall governance and approval of this policy.

CEO: Day-to-day implementation of this policy, handling privacy requests and complaints, monitoring compliance

All Staff and Volunteers: Protecting personal information, following privacy procedures, reporting concerns

Policies, Procedures and Risk Working Group (comprised of two Board members and the CEO): Regular review and updating of this policy

## **10. Procedures**

### **10.1 Privacy Complaints**

You can make a complaint in writing to our Privacy Officer. The CEO of PSC assumes the role of Privacy Officer. We will respond to you within a reasonable period of time to acknowledge your complaint and inform you of the next steps we will take in dealing with your complaint.

#### **Process:**

- Initial contact with CEO
- Acknowledgment within 5 business days
- Investigation and response within 30 days
- If unresolved, complainant advised of right to contact Office of the Australian Information Commissioner (OAIC)

If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (OAIC) via the OAIC website: [www.oaic.gov.au](http://www.oaic.gov.au).

### **10.2 Data Breaches**

In the event of a data breach, PSC will take reasonable steps as outlined below

- Containment and assessment as soon as practicable
- Notification to OAIC if required (within 72 hours for serious breaches)
- Notification to affected individuals if required
- Documentation and review of incident by CEO

## 11. Changes to this privacy policy

PSC reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use this site.

## 12. Related documents

- PSC Code of Conduct
- PSC Social Media and Online Community Terms of Use
- PSC Website Terms and Conditions
- Privacy Act 1988 (Cth)
- Health Records Act 2001 (Vic)

## 13. Contact us

PSC welcomes your comments regarding this Privacy Policy. If you have any questions or complaints about this Privacy Policy or the way we hold or disclose personal information and would like further information, please contact us by any of the following means during business hours Monday to Friday.

**Privacy Officer (CEO)** Psychology for a Safe Climate Email: [ceo@psychologyforasafeclimate.org](mailto:ceo@psychologyforasafeclimate.org)

**External Complaints:** Office of the Australian Information Commissioner Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) Website: [www.oaic.gov.au](http://www.oaic.gov.au)

## 14. Authorisation



Signature

Board Secretary **Sonja Trio**

<b>Policy number</b>	<b>6</b>	<b>Version</b>	<b>0.2</b>
<b>Drafted by</b>	<b>PPR Working Group</b>	<b>Approved by Board on</b>	<b>August 2025</b>
<b>Responsible person</b>	<b>CEO Bronwyn Gresham</b>	<b>Scheduled review date</b>	<b>August 2027</b>

