



Version Control			
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Drafted by	Wendy Arvia, Marketing & Fundraising Manager	Approved on	October 2014
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1. Purpose

Ardoch Youth Foundation ('Ardoch') is a children’s charity that provides education support for disadvantaged children and young people. Ardoch delivers tailored education and wellbeing programs that address barriers to education, develop skills and broaden horizons. Ardoch mobilises volunteers to support students in schools and early childhood centres and advocate for change.

This Privacy Policy explains how Ardoch protects privacy and:

- ★ describes how personal information is collected and how information is maintained, used and disclosed; and
- ★ provides detail about privacy rights along with rights and obligations of the policy in relation to personal information record keeping.

2. Policy

When a person contacts Ardoch for service, applies for or uses one of Ardoch’s projects or services; or when a person applies to become or becomes an employee or volunteer of Ardoch, the client/ employee/ volunteer consents to Ardoch collecting, maintaining and using personal information about that client/ employee/ volunteer (whether it is provided by that client/employee/volunteer or by another person) in accordance with this Privacy Statement. Ardoch must be specifically informed in writing by the client/ employee/ volunteer as to the withdrawal of that consent.

Any person can request details about the information Ardoch holds and has a right to ask this information to be corrected.

2.1 Anonymous Access For Online Visitors

A person can access Ardoch's website home page and browse the website without disclosing personal information.

2.2 Website Links

The Ardoch website does not enable visitors to post information to be accessed by others or to communicate with other visitors. The website may include links to third party Web service providers, for the purposes of either displaying 'client reference sites', or providing related service and product information from partner service providers deemed to be of interest and use to individually targeted people. Whilst it is an Ardoch condition of partnering with all partner service providers that they in turn satisfy the same minimum privacy compliance standards, Ardoch cannot be responsible for their content, or privacy policies or practices.

2.3 Automatic Collection of Information

Ardoch does not automatically log personal information on the Ardoch website, nor is information linked automatically or logged by other means with personal data about specific individuals. Ardoch does not use 'cookies' or like devices.

2.4 Collection of Personal Information

2.4.1 Online

Ardoch does not collect any personal information from visitors to the Website except where the visitor initiates this, for example by inquiring or seeking service. Ardoch does not collect information about online visitors from other sources, such as private organisations, public records or bodies. Ardoch does not engage in online 'spamming' or online mass-outbound marketing activities. Ardoch does not release personal information or "data lists" for the purpose of commercial sale.

Ardoch's web server, the company that owns the Website server that hosts the Ardoch Website, may collect only the domain names and names of the referring web site (not the email addresses of visitors). The ISP may aggregate information to measure the number of visits, average time spent on the Website and pages viewed. Ardoch may use this information to help improve the operational performance and informational content of the Ardoch Website.

If a person registers online or provides personal information to Ardoch by any means, Ardoch may use this information to provide specific targeted information about Ardoch and declared partner services in support of identified needs. Ardoch may store email addresses, telephone numbers, or other access devices so as to tailor information personally.

If online surveys are conducted to understand better Ardoch supporters/employee needs and to profile Web visitors, Ardoch will communicate how any information will be used will be provided at the time the information is collected.

By visiting and using our website visitors consent to the practices contained within this Privacy Statement.

2.4.2 Offline

Ardoch collects most personal information directly from individuals. For example, when an individual completes an application form at Ardoch, makes contact by telephone, fax, letter, or visits the web site or the office in person.

On occasions Ardoch may need to source personal information from a third party. For example, an employer to confirm a person's details, or Ardoch may engage an agent, such as a solicitor, to collect information on Ardoch's behalf, or a person may be named as a referee in another application for one of our projects or services. Ardoch may also collect information about a person from publicly available sources such as a government agency.

2.5 Use of Personal Information

Ardoch may use personal information to:

- ★ respond to service or information requests
- ★ process applications
- ★ identify services that may be of benefit
- ★ make contact to provide information about services
- ★ to help to process identified requirements for Ardoch services
- ★ administer and manage needs
- ★ to manage and administer effectively the provision of Ardoch services
- ★ facilitate legal and compliance obligations
- ★ recruit employees and volunteers.

Any individual may contact Ardoch at any time to advise they do not want to receive any marketing information from Ardoch. Ardoch will act in accordance with instructions as soon as possible.

Personal information collected offline by Ardoch may be used for secondary purposes such as direct marketing. Wherever possible this will be collected directly, but in other instances may be collected from government or publicly available records, phone books or data lists or from third parties such as list brokers, who are privacy compliant. Ardoch may engage in marketing activities where personal information is not used, such as letterbox inserts.

When Ardoch requests personal information, Ardoch may provide more specific details about the way that information will be used.

Personal information requested by Ardoch does not have to be provided. However, without that information, Ardoch may not be able to process an application, fulfil a request or provide an appropriate level of service.

Ardoch may use or disclose personal information collect for other purposes such as:

- ★ providing information about services (unless requested not to)
- ★ further developing Ardoch's relationship with the person
- ★ developing and managing alliances, partnerships and joint ventures so as to make available products and services
- ★ monitoring supporters/ clients satisfaction
- ★ managing Ardoch's internal operations and administration functions.

Ardoch may provide personal information about a person to third parties when Ardoch needs the assistance of other support services.

Personal information is used or disclosed only after having obtained consent. Consent can be expressed or implied. Expressed consent can be written or verbal.

Ardoch will only disclose personal information to third parties with consent or with implied consent or where we are entitled or required to do so. If any person does not want Ardoch to use or disclose any personal information Ardoch holds in any of the ways described in this Privacy Statement, please advise the Privacy Officer in writing at the address provided below.

What personal information about me does Ardoch hold?

DATA COLLECTED:	PURPOSE OF COLLECTION:
<ul style="list-style-type: none"> ★ Personal Information may include: Name, telephone numbers, street and email address, occupation, marital status, details of any children (if applicable), bank account details (if applicable), Drivers License number etc. 	<ul style="list-style-type: none"> ★ Employment, volunteer placement, fundraising, correspondence (newsletters), referrals.
<ul style="list-style-type: none"> ★ Job Details e.g. Role, title responsibilities 	<ul style="list-style-type: none"> ★ As above
<ul style="list-style-type: none"> ★ Victorian Legislation – ★ May require our access to your Police Record. 	<ul style="list-style-type: none"> ★ Job applicants and volunteers must be police checked before employment/ placement is confirmed.

2.6 Security

Ardoch has appointed a Privacy Officer to oversee management of personal information in accordance with this Privacy Statement and the Commonwealth Privacy Act. Ardoch will take all reasonable steps to protect personal information from misuse, loss, unauthorised access or disclosure. Ardoch requires all staff to maintain the confidentiality of client information.

Ardoch holds personal information in a combination of computer storage facilities and paper based files and other records and takes steps to protect the personal information held from misuse, loss, unauthorised access, modification or disclosure.

Ardoch uses methods to destroy or de-identify any personal information as soon as the law permits, provided the information is no longer needed by us for any purpose.

Individuals can help to protect privacy by contacting Ardoch immediately when there is a change of contact details, such as address and telephone number.

2.7 Privacy Compliance

This Privacy Statement is compliant with the relevant Privacy legislation. Ardoch accepts no responsibility for the veracity, integrity, currency or accuracy of information collected and subsequently stored and used by Ardoch for business purposes.

If Ardoch has accurate and up to date information, it is better able to provide good service. Ardoch takes reasonable steps to ensure that personal information is up to date before use or appropriate disclosure.

If any person learns that the personal information Ardoch holds is inaccurate, that person should inform Ardoch. Ardoch will correct the information.

The Privacy Act is not intended to interfere with legal obligations to disclose information for law enforcement and regulatory purposes. Accordingly, Ardoch will cooperate with all law enforcement bodies in providing information when requested. Only information that is necessary will be disclosed.

2.8 Privacy Access and Support

For an individual to make a request to access information Ardoch holds about them, contact Ardoch in writing. Ardoch will require individuals to verify their identity and to specify what information is required.

Ardoch will process a request within a reasonable timeframe. There is no fee for requesting access to personal information. However, Ardoch may charge a fee to cover the cost of verifying the application and locating,

retrieving, reviewing and copying any material requested. If the information sought is extensive, Ardoch will advise the likely costing advance and can help to refine a request if required.

Under some circumstances Ardoch may not be able to provide an individual with access to the personal information held. For example, Victoria Police Guidelines prevent Ardoch from giving applicants/ employees/ volunteers their Police Certificate. If Ardoch is unable to provide access to an individual's personal information, Ardoch will provide a full explanation as to why.

Personal enquiries, feedback comments or concerns about the Ardoch Privacy Statement, or instructions to verify or access personal information held by us, should be directed to the Privacy Officer and HR Team Leader Jude Gilroy

Tel: (03) 9537 2414

Fax: (03) 9537 3211

Web: www.ardoch.asn.au.

If there are any concerns regarding Ardoch breaching this Privacy Statement or the National Privacy Principles, an individual can make a complaint through the contact above. Ardoch will act promptly to respond to a complaint.

3. Document Management

3.1 Policy Manager:

Marketing & Fundraising Manager

3.2 Policy Stakeholders:

Board Members

CEO

Staff Members

3.3 Review Date:

Annually from date authorised and from time to time to take into account any new laws, technology, or changes to operations

3.4 Authorisation:

Signed:

Date:

Name:

Position: