

## **PRIVACY POLICY [adopted 17 April 2023]**

### **1. Our commitment to your privacy**

Botany Family and Children's Centre (BFCC) understands the importance you attach to your privacy and the information that identifies you (your 'personal information').

BFCC is committed to protecting the privacy of:

- Any person who provides us with personal information while accessing our community services
- People who use our website
- BFCC staff, contractors, Management Committee members, students, volunteers and job applicants

By providing any personal information to BFCC you accept this Privacy Policy.

### **2. Who is covered by this privacy policy**

This policy applies to all staff members of BFCC, and individuals associated with BFCC, including Management Committee members, students, volunteers and contractors.

### **3. What is personal information and how is it collected?**

'Personal information is information or an opinion about an individual whose identity is apparent or can be reasonably ascertained from that information or opinion'. Personal Information includes, for example, names, addresses, telephone numbers, email addresses, dates of birth and passport numbers.

BFCC only collects personal information that is reasonably necessary to provide you with the information or services you request, or directly related to our services. We only collect personal information by lawful and fair means.

We collect the information directly from the individual to whom the information relates unless the individual has authorised collection of the information from someone else, or, in the case of information relating to a person who is under the age of 16 years, the information has been provided by a parent or guardian of the person.

BFCC takes all reasonable steps to ensure that the information collected is accurate, up to date, complete, is not excessive and does not unreasonably intrude on the personal affairs of the individual.

The types of personal information collected include:

- Your names and names of your children
- Contact information – including address, email address and telephone number
- Demographic information of you/your children – including date of birth, gender, country of birth, languages spoken at home, and whether you are Aboriginal or Torres Strait Islander
- Participation in BFCC services and other information relevant to the provision of BFCC services
- Other personal information as specified in this Policy including health information relevant to the services we provide

When you contact us to seek information or use a service we collect personal information via various means, including:

- Face-to-face conversations
- BFCC website
- Telephone enquiries

- General e-mail enquiries
- Correspondence received and forms completed by members of the public
- Individuals signing up to mailing lists
- Individuals who register for events
- Feedback forms
- Applying for a role with BFCC

#### **4. Anonymity**

We will require your name, contact information and sufficient information to carry out most of our functions and provide you with a service. Where possible we will allow you to interact with us anonymously or by using a pseudonym.

#### **5. Automatic and indirect collection of personal information**

BFCC may collect anonymous information when you interact with our website, such as your browser name, IP address, device type, operating system and web log information. Such information does not identify you personally, and we only use this information for statistical purposes and to improve the content and functionality of the website, to better understand our users and to improve our services.

We may use cookies to recognise you as a user of the website, to customise our services, and to collect information to alleviate the risk of fraud and illegal conduct. You may set your browser to refuse cookies, or to alert you when cookies are being used. However, if you do so please note that some parts of the website may not function properly.

#### **6. Personal Information collected by third parties**

BFCC is not responsible or liable for the handling, use or disclosure of any personal information collected by a third party (including information collected through BFCC and does not accept any liability resulting from the third party's failure to handle, use and disclose your personal information appropriately.

#### **7. Social networking platforms**

We use social networking services such as Facebook to communicate with the public about our work. When you communicate with us using these services we do not collect your personal information.

#### **8. What we do with the information we gather**

We require this information to understand your needs and to provide you with a better service. Reasons include:

- Internal record keeping
- To improve our services
- To provide information to state or federal government departments as required by law
- To customise the website according to your interests

#### **9. Security, storage and destruction of personal information**

The security of your Personal Information is important to us but please remember that no method of transmission over the Internet, or method of electronic storage is 100% secure.

BFCC has adopted reasonable risk management, data collection, storage and processing practices, and has put in place security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information.

Regular targeted training is provided to staff regarding their privacy obligations and before accessing the personal information of a service user. Staff also sign a Confidentiality Agreement on commencing with BFCC.

Staff must not store personal information of service users on personal devices.

BFCC will only hold your personal information for as long as is reasonably necessary for the purpose for which it was collected, or to comply with any applicable legal reporting or document retention requirements.

Provided it is not in breach of any legal requirement, BFCC will securely destroy or de-identify personal information upon your request, or when the personal information is no longer required.

## **10. Sharing of personal information**

BFCC may disclose, share or transfer personal information about you:

- To the NSW Department of Communities and Justice (DCJ) where the information relates to services provided by BFCC under our Agreement with them and is required by DCJ for assessing BFCC's compliance with that agreement
- If the disclosure is directly related to the purpose for which the information was collected, and BFCC has no reason to believe that you would object to the disclosure
- If you have been made aware, or are likely to have been aware, that information of that kind is usually disclosed to that third party
- If we are required to do so by law (including providing personal information to a government department)
- If we receive a lawful request from law enforcement agencies or other government officials
- When we believe disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of you or another person
- In connection with an investigation of suspected or actual illegal activity
- To other third parties with your consent or direction to do so

BFCC does not disclose information to organisations located outside Australia.

BFCC will take reasonable steps to ensure that each organisation that it discloses your personal information to is committed to protecting your privacy. By allowing BFCC to disclose your personal information to other organisations, you also consent to the terms and conditions and privacy policies of these entities, which are available upon request. Please be aware that your personal information may continue to be used by third party organisations following termination of our agreement with them.

## **11. Data breaches**

While BFCC will take all reasonable steps to secure your personal information, there is the possibility of unauthorised access to, unauthorised disclosure of, or corruption or loss of your personal information that we hold – a 'data breach'.

Where BFCC has reasonable grounds to believe that there has been a data breach, and that it is likely to cause serious harm to one or more individuals, BFCC will immediately notify DCJ and any other relevant organisations, and work with them to:

- Investigate the nature and extent of the breach
- Assess the risks and consequences associated with the breach
- Notify relevant regulators
- Review the circumstances of the breach and participate in action to mitigate the risk of any future breach

- Notify all individuals whose personal information was part of the data breach, or only those individuals at risk of serious harm from the data breach. If this is not practicable, we will publish a copy of the statement on our website and take reasonable steps to publicise the contents of the statement.

## **12. Accessing and correcting personal information we hold about you**

You have a right to ask for access to personal information we hold about you and why we hold it.

You also have a right to ask that we correct that personal information if you believe it is incorrect.

You can ask for access to your personal information, or for a correction to that personal information, by contacting BFCC. If you ask, we will give you access to your personal information unless there is a lawful reason preventing that access.

We will take reasonable steps to correct personal information if we consider it is inaccurate or incorrect unless a law prevents us from doing so.

## **13. Making a complaint**

If you have any questions, concerns, or complaints about BFCC's handling of your personal information or this Privacy Policy, please contact BFCC.

## **14. Changes to this privacy policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website.

Changes to this Privacy Policy are effective when they are posted on our website.

If we make any material changes to this Privacy Policy we will advise you by placing a prominent notice on our website.

## **15. Contacting BFCC**

You can contact BFCC by email or telephone:

[adminassist@bfcc.org.au](mailto:adminassist@bfcc.org.au)

[02 9666 5047](tel:0296665047)