

PRIVACY STATEMENT

TNC is the heartbeat of a community that is connected, supported, empowered, inclusive and thriving. We join with the community to share what we can and provide a hand up to those in need, so they can Wullumba-bayn (come back) and join us in delivering our vision.

Toukley Neighbourhood Centre Inc (ABN 64 997 484 484) (the **Organisation** or **we, us, our**) adopts proactive measures to protecting and handling of your information despite not coming within the scope of the *Privacy Act 1988* (Cth) (**Privacy Act**). This means we employ privacy best practice whenever handling your information.

What is personal information?

In this statement, the term '**personal information**' means information or opinion about an identifiable or reasonably identifiable individual. One type of personal information is '**sensitive information**', which includes information about an individual's health, genetics, race, political opinion or membership, religion, philosophical beliefs, union membership, sexual preference and criminal record.

What kinds of personal information does the Organisation collect?

In certain circumstances, we may collect personal information about you, for example when you contact us, apply for assistance, apply for a volunteer position, donate, or use one of our services. The type of information we collect may include (but is not limited to):

- your name and date of birth;
- your contact details, such as home and email addresses, and telephone number;
- past, present, and future employment information;
- information about your personal circumstances (eg: marital status, gender, job title and relevant information about your partner and children);
- information about your background (eg: age, ethnicity, languages spoken, medical history, health and disability information);
- government identifiers (eg Centrelink Reference Number and Medicare Number)
- bank details; and
- identification documents.

We may also monitor and record details of our interactions with you (including any contact we have with you in person, by email, online or on the telephone), for dispute resolution and training purposes. We will advise you before we monitor or record any telephone calls.

Where we collect sensitive information from you, including health information, we will do so only with your consent or where otherwise authorised by law. You may withdraw your consent for the Organisation to retain this information at any time.

How does the Organisation use or disclose personal information?

The primary purposes for which we collect, hold, use and disclose personal information include:

- provide, administer, improve and personalise our services and goods;
- volunteer and staff management;
- process donations and payments;
- identify individuals;
- assess applications for support or assistance;
- provide support and assistance to those in need;

- disclosure to third parties who may provide you with financial or health assistance;
- protect our lawful interests; and
- respond to your queries or concerns.

We may also collect, use and disclose personal information in connection with lawful information requests from courts, government agencies and lawyers and in connection with suspected fraud, misconduct or unlawful activity.

We may exchange your personal information with other non-for-profit organisations and service providers, including government agencies, who may provide you with assistance or assist us with archival, auditing, accounting, legal, business, banking, payment, delivery, data processing, storage and analysis, research, investigation, website or technology services.

Direct Marketing

If you are a staff member or volunteer, we may use your personal information to provide you with ongoing promotional materials and marketing communications about our events, products, services and fundraising initiatives by telephone, email, online or by other means (unless you opt-out or we are subject to legal restrictions under the *Spam Act 2003* (Cth) and the *Do Not Call Register Act 2006* (Cth)).

Protecting your information

We hold your personal and health information in our electronic database or hard copy format on our own premises. We use a range of IT and physical security systems to protect your personal information. Our digital data is stored using Community Data Solutions (CDS). You can find more details about how CDS manages our data at [CDS Data Security Information](#).

How can you request access or amendments to your personal information or make a complaint?

Please contact us using the details set out below if you have any queries or concerns about how we are handling your information.

Email: admin@tnc.org.au

Phone: (02) 4396 1555