

# EVENT TERMS & CONDITIONS – COLLECTION AND USE OF PERSONAL INFORMATION

## Good for the Hood @ HOME Webinar

By registering for and participating in this webinar, you agree to the following terms regarding the collection, use and handling of your personal information.

### 1. Who is collecting your information

This webinar is delivered by Good for the Hood (GFTH Pty Ltd) as part of the @ HOME sustainability education program, often in partnership with Australian local government organisations.

Good for the Hood complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth). Where this program is delivered in partnership with a Queensland local government organization, the handling of personal information complies with the Information Privacy Act 2009 (Qld) and the Queensland Privacy Principles (QPPs).

### 2. Personal information collected

When you register for this webinar, we collect only the personal information necessary to deliver the event and related communications, which may include:

Name

Email address

Postcode

Local Government Area (LGA)

We may also collect standard event metadata, such as registration status, attendance and interaction with event content.

We do not intentionally collect sensitive information.

### 3. How information is collected

Your personal information may be collected through:

online registration forms

email communications

event platforms used to host live or on-demand webinars

surveys and feedback forms

correspondence with Good for the Hood

In limited circumstances, information may be provided by third parties (such as councils promoting the event). Where this occurs, we take reasonable steps to ensure you are aware.

### 4. Purpose of collection

Your information is collected and used for the purposes of:

administering and delivering the webinar

sending event confirmations, reminders and access details

providing follow-up materials and resources

evaluating participation and improving future programs

sharing relevant updates about Good for the Hood programs

Use of your information is limited to purposes you would reasonably expect in connection with this event.

## 5. Marketing and opt-out

We may use your email address to share information about related Good for the Hood events or programs. All emails include a clear unsubscribe option, and you may opt out at any time. Unsubscribing stops marketing communications but may not remove your details from required operational or suppression records.

## 6. Surveys and feedback

Event surveys may be delivered via Typeform, linked through ActiveCampaign. Survey responses are connected only to name, email, postcode, and LGA.

Survey data is used for:

- program evaluation
- understanding behaviour change and engagement
- aggregated reporting to partner councils

No sensitive personal information is collected through surveys.

## 7. Disclosure of information

Your personal information may be disclosed:

- to third-party platforms used to deliver the event where you have consented
- where required or authorised by law

We do not sell personal information and do not share participant details with third-party educators.

## 8. Information shared with councils

Partner councils receive aggregated, non-identifiable reporting only, such as:

- total registrations
- attendance numbers
- engagement metrics by postcode and LGA

No individual-level personal information is shared.

## 9. Data storage and security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Participant information may be stored and processed using:

- ActiveCampaign
- Typeform
- Airtable
- Luma
- Wistia
- Zapier

These platforms use secure systems and recognised international security standards. **Cross-Border Disclosure of Information:** Your personal information (name, email address, postcode, and LGA) will be transferred, stored, and processed on servers located outside of Australia (predominantly in the United States) by our third-party SaaS vendors (ActiveCampaign, Airtable, Luma, and Wistia). By providing your personal information, you acknowledge and explicitly agree to this overseas transfer. You understand that overseas recipients may not be subject to the same privacy obligations as those under Queensland law, and you may not have the same rights of redress in the event of a data breach.

## **10. Retention of information**

We retain personal information only for as long as reasonably necessary to deliver the program, meet reporting obligations, or comply with legal requirements.

Personal information is destroyed or permanently de-identified when no longer required.

Limited information (such as email addresses) may be retained on a suppression list to comply with Australian marketing laws.

## **11. Access and correction**

You may request access to, or correction of, the personal information we hold about you by contacting us in writing.

Identification may be required before information is released.

## **12. Competitions and prizes**

If competitions are offered as part of the event, winners may be asked to provide a postal address solely for prize fulfilment.

Addresses are not retained after fulfillment.

## **13. Complaints and enquiries**


If you have any questions, concerns or complaints about how your personal information is handled, please contact:

Good for the Hood

c/o the Macquarie Incubator

8 Hadenfeld Ave, Macquarie Park NSW 2113

 [hello@goodforthehood.com.au](mailto:hello@goodforthehood.com.au)

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