

## About this privacy policy

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At Gidget Foundation Australia ABN 52 160 202 960 (**Gidget, we, our, us**), we value and respect your privacy and take the protection of your personal information seriously.

We have prepared this privacy policy to inform you of the personal information we collect and hold about you, and how we use that information. This privacy policy also provides information about your privacy rights as an individual and how to contact us if you have any privacy concerns.

This privacy policy may change from time to time and it is therefore important that you review it regularly.

## What personal information do we collect and handle?

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Personal information is any information or opinion (whether true or not, and whether recorded in a material form or not) about you as an identified individual, or an individual who is reasonably identifiable.

The types of personal information we collect and handle may include, but are not limited to:

- contact information, such as your name, postal and/or home address, telephone number and email address;
- your Medicare details;
- your bank account and credit card details;
- your date of birth, gender and marital status;
- photographs, if you provide us with a case study or if you attend one of our events;
- information you provide to us through surveys;
- your emergency contact details; and
- if you apply to be a volunteer, employee or a contractor, we might collect information about your qualifications, skills, experience, character, screening checks and employment history.

We may also collect 'sensitive information'. Sensitive information is a special subset of personal information which is generally afforded greater protections under the Australian Privacy Act. The types of sensitive information we collect include:

- information about your health such as your current and past medical history, particularly if you are receiving or seeking counselling or other medical services so that we can ensure you are receiving quality health services or if you have submitted a case study to us;
- information about your racial or ethnic origin; and
- criminal records and related information (typically in the context of performing a background check when considering an application to become a volunteer, employee or contractor).

In addition to the personal and sensitive information listed above, we may also collect additional personal and sensitive information that you provide directly to us during, or in connection with the provision of counselling and related services.

As noted above, we may feature photographs of various individuals on our website. These photographs are taken and displayed on our website with the permission of the individuals involved. If you are in one or more of these photos and would like those photos removed, please contact our Privacy Officer using the contact details below.

Some of the personal information we collect is required by Australian law, including Australian tax laws such as the Income Tax Assessment Act, child protection laws such as the Child Protection (Working with Children) Act and occupational health and safety and workers compensation acts.

## How do we collect your personal information?

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We collect personal information through various avenues, including:

- information you provide to us directly, for example:
  - when you communicate or interact with us by telephone, email, online (including through our website and our social media channels), via our telehealth service or in person;
  - when you complete a form or a survey;
  - when you provide us with a case study;
  - when you complete a patient form prior to receiving medical services from us;
  - information you provide to us during attendance at our events;
- information from third parties, including:
  - our sponsors;
  - our suppliers and other third parties who provide services to us; and
  - hospitals and medical practitioners (if they have your consent to provide your information to us).

**You must only provide us with the personal information of someone else if you have that person's consent to do so.**

## Why do we collect your personal information?

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We collect, hold, use and disclose personal information primarily, so that we can provide you with psychological and emotional support during pregnancy and early parenthood. However, we may also collect your personal information for related reasons, including:

- providing our services to you, this includes providing you with counselling and emotional support services, booking appointments and processing payments for services rendered;
- developing our services to ensure we are providing the highest levels of care;
- to respond to your comments or questions;
- verifying your identity and information;
- administrative purposes including research, planning, campaign and service development, record-keeping and internal reporting;
- assessing, training, working with and managing our staff, volunteers, and contractors (including processing job applications);
- collecting aggregated data, and conducting surveys, about the community;
- with your prior consent, publishing case studies about you in relation to our services;
- to show your name and the amount of any donation or sponsorship you may make on our website (unless you choose a private or anonymous donation);
- for marketing purposes; and
- to comply with applicable laws and regulations.

We may also use your personal information and sensitive information in a de-identified or anonymised form to obtain funding grants and philanthropic support and for research purposes from time to time. **We**

**will not disclose your identity to unauthorised persons and we will never sell your personal information or sensitive information under any circumstances.**

## Who might we disclose your personal information to?

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We may disclose your personal information to various third parties for any of the purposes identified above. The types of third parties with whom we exchange personal information include:

- our service providers, including providers of campaign, promotion, accounting, auditing, legal, banking, payment, delivery, data processing, data analysis, document management, information broking, research, investigation, recruitment, insurance, superannuation, payroll, training and technology services;
- for people who work with us, or apply to work with us, referees and screening check providers (e.g. for background, identity, eligibility to work, vocational suitability, health and criminal record checks);
- with your prior consent, we may provide your personal information to journalists and other media representatives if you have agreed to share your experiences;
- government agencies for reporting and compliance purposes;
- various third party suppliers and partners, which provide services and support for our programs and operations;
- your organisation and representatives;
- to law enforcement agencies and other organisations where required or permitted by law;
- service providers engaged by us from time to time, to contact you to request your feedback on our services to monitor patient satisfaction and for quality assurance activities; and
- health care providers involved in your ongoing care or to provide treatment, including, your general practitioner, home service provider, district health nurse, psychiatrist or mental health crisis team.

We will not disclose your personal information to any overseas recipients. However, if we need to disclose your personal information to overseas recipients, we will update this Privacy Policy by specifying the countries in which they are located.

## What if we can't collect your personal information?

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

- we may not be able to provide you with our services, including any psychological and emotional support you may request;
- we may not be able to consider your application to join us as an employee, contractor or volunteer; and
- we may not be able to respond to your requests for information.

## Visitors to our website

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To help improve the service we provide through our website, certain information is collected from your browser. This information is collected as statistical information and includes the IP address, browser type, language and access times. This website also uses cookies to track pages visited and information accessed within our website. This information is for statistical reference and site analysis only.

In many cases, the tools used on our website record information in a way that does not identify you as an individual. In other cases, information may be personal information in which case this privacy policy will apply. For example, we collect personal information if you follow us through social media sites such as Facebook, Twitter or Instagram or contact us through our site or subscribe to our e-newsletter.

Our website may also use third party website tools from time to time, for example Google Analytics and online survey tools. For more about how Google collects and processes data, please see Google's privacy policy and their information at [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/).

## How do we protect your personal information?

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We take all reasonable steps to keep personal information protected from loss, interference, misuse or unauthorised access, modification or disclosure. These steps may include access controls, encryption, and secure premises. We store personal information in both physical and electronic form, sometimes with the assistance of third parties such as data hosting providers.

## Direct marketing communications

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From time to time we may send you direct marketing communications regarding our services, programs, events, volunteering opportunities and fundraising events.

We may contact you by electronic messages (e.g. email), online (e.g. through our website or our social media channels), by mail, and by other means, unless you opt out or we are subject to legal restrictions. You may opt-out of marketing communications, by contacting us using the contact details below.

## How can you access and correct your personal information?

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The accuracy of the personal information we hold and use is important to us. We take reasonable steps to ensure that the personal information we handle is accurate, complete and up-to-date. To help us keep your personal information accurate, please let us know if there are any errors or changes in your personal information.

You can request access to the personal information we hold about you at any time by contacting our Privacy Officer via the contact details at the bottom of this policy. You may also request the correction of any of the personal information we hold about you. In most cases, we can help you promptly and informally with these requests. In other cases, we may need to verify your identity and ask you to make your request in writing.

From time to time, we may need to reject your request to access or correct the personal information we hold about you, if we believe it to be necessary and to the extent allowed by law. We will provide our reasons if we deny your request for access to, or correction of, your personal information. Where we decide not to make a requested correction to your personal information and you disagree, you may ask us to make a note of your requested correction with the information we hold about you. We won't charge you for simply making a request to access or correct personal information. However, we may charge reasonable costs for carrying out your request.

## How can you make a privacy complaint?

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You can contact our Privacy Officer using the contact details at the bottom of this Privacy Policy if you have any concerns about how we have handled your personal information. We will respond to let you know who will be handling your matter and when you can expect a further response. We may request additional details from you regarding your concern, and we may need to engage or consult with other parties to investigate and deal with your issue. We will keep records of your request and any resolution. If you are not satisfied with the manner in which we have dealt with your complaint, you may contact the Office of the Australian Information Commissioner.

## Policy reviews

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From time to time, we may review and update this privacy policy. All personal information will be collected and handled by us in accordance with the most recently updated policy.

## How to contact us

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If you have any questions or comments about this privacy policy, please don't hesitate to contact us as follows:

Contact: Privacy Officer

Address: 34A McLaren Street, North Sydney, NSW, 2060

Email: [privacy@gidgetfoundation.org.au](mailto:privacy@gidgetfoundation.org.au)

Phone: (02) 9460 1550

**Gidget Foundation Australia ABN 52 160 202 960**

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