



PRIVACY POLICY

Version 1

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BORDER TRUST: Community Foundation for
the Albury Wodonga Region Ltd (Border Trust)

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Privacy Policy

Your privacy is important.

This statement outlines the Border Trust's policy on how the Border Trust uses and manages personal information provided to or collected by it.

The Border Trust is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012-

The Border Trust may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the Border Trust's operations and practices and to make sure it remains appropriate to the changing legal environment.

What kind of personal information does the Border Trust collect and how does the Border Trust collect it?

The type of information the Border Trust collects and holds includes (but is not limited to) personal information about:

- Individual contact details – address, email address, phone number etc.
- Organisations details ABN, purpose statements, financial data, key personnel (as required for administration and record keeping related to donors or grant recipients.)

Personal Information you provide:

The Border Trust will generally collect personal information held about an individual by way of phone calls, forms, meetings etc. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

Personal Information provided by other people:

In some circumstances, the Border Trust may be provided with personal information about an individual from a third party, for example a grant recipient organisation.

In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the Border Trust's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between the Border Trust and the employee.

How will the Border Trust use the personal information you provide?

The Border Trust will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, the Border Trust will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere, we will still send you direct marketing information where you have consented, and which will also contain an opt out.

Job applicants, staff members and contractors:

In relation to personal information of job applicants, staff members and contractors, the Border Trust's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor.

The purposes for which the Border Trust uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- administration related to management of job applicants, staff members and contractors;
- to satisfy the Border Trust's legal obligations.
- Where the Border Trust receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Donors, Grant Recipients and Volunteers:

The Border Trust also obtains personal information about Donors, Grant Recipients and Volunteers who assist the Border Trust in its functions or conduct associated activities, such as to enable the Border Trust and the Donors, Grant Recipients and Volunteers to work together.

Marketing and fundraising:

The Border Trust treats marketing and seeking donations for the future growth and development of the Border Trust and community impact as important. Personal information held by the Border Trust may be disclosed to an organisation that assists in the Border Trust's fundraising.

Who might the Border Trust disclose personal information to?

The Border Trust may disclose personal information held about an individual to:

- government departments;
- people providing services to the Border Trust, and
- anyone you authorise the Border Trust to disclose information to.

Sending information overseas:

The Border Trust will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

We do not use overseas providers of IT services, though we do use servers and cloud services that may be located overseas.

Management and security of personal information

The Border Trust's staff are required to respect the confidentiality of personal information and the privacy of individuals.

The Border Trust has in place steps to protect the personal information Border Trust holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

We have a data breach response plan, which we would follow in the unlikely event of a privacy or data breach.

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you.

Updating personal information

The Border Trust endeavours to ensure that the personal information it holds is accurate, complete and up to date. A person may seek to update their personal information held by the Border Trust by contacting Border Trust at any time.

The Australian Privacy Principles require the Border Trust not to store personal information longer than necessary.

You have the right to check what personal information the Border Trust holds about you.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which the Border Trust holds about them and to advise the Border Trust of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information the Border Trust holds about you, please contact the Executive Officer in writing.

The Border Trust may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, if asked to retrieve or copy an extensive volume of material, the Border Trust may charge a nominal fee.

How long will the Border Trust keep my information?

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however, it will be kept for marketing purposes with an option for you to opt out.

Enquiries and privacy complaints

If you would like further information about the way the Border Trust manages the personal information it holds, or if you have any concerns or you think there has been a breach of privacy, then please contact our office on 02 6081 7201 or 0485 858 185.

Border Trust will endeavour to resolve this over the phone. If we then have not dealt satisfactorily with your concerns, ask to speak directly with Executive Officer. Again, If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your query or complaint within 30 days from this meeting, then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: enquiries@oaic.gov.au
- tel: 1300 363 992
- fax: +61 2 9284 9666