

# Privacy

## Privacy Policy

This Privacy Policy sets out how we manage personal information. We comply with the *Privacy Act 1988* (Cth) as varied or amended from time to time and any successor legislation to it ("Privacy Act") and the applicable Australian Privacy Principles under the Privacy Act in Australia, and any other applicable privacy laws when handling personal information. We take the protection of your personal information seriously.

In this Privacy Policy:

"we", "us" "our" and "P&C" means the Warrigal Road State School Parents and Citizens Association.

"website" means any website operated by us, including the website at the domain: WRSSpandc.org

## Consent

By accessing any of our websites, signing up to any of our accounts or services, subscribing to any of our newsletters, contacting us through any of our websites, or accepting any terms and conditions that incorporate this Privacy Policy, you agree to your Personal Information being handled in accordance with this Privacy Policy.

You are not required to provide Personal Information to us. However, if you do not provide us with all the information we request, we may not be able to provide services to you in part or in full or the services we provide to you may otherwise be affected.

## What is personal information?

**Personal Information** has the meaning given to that term in the *Privacy Act 1988* (Cth) as updated or amended from time to time, which is accessible [here](#). At the time of publishing this Privacy Policy the *Privacy Act 1988* (Cth) defines Personal Information as meaning any

information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

**Sensitive Information** has the meaning given to that term in the *Privacy Act 1988* (Cth) as updated or amended from time to time, which is accessible [here](#). At the time of publishing this Privacy Policy the *Privacy Act 1988* (Cth) defines Sensitive Information as a subset of personal information. It includes information or an opinion about an individual's racial or ethnic origin, political opinions, membership of political, professional or trade associations or trade unions, religious or philosophical beliefs or affiliations, sexual orientation or practices and criminal record. Sensitive Information also includes health information, other genetic information, and biometric information to be used for automated biometric verification or biometric identification or biometric templates.

## **What types of Personal Information do we collect?**

We may collect Personal Information from you in the course of providing our services to the Warrigal Road State School (WRSS) community, including through your use of our website, when you contact or request information from us, or as a result of your interactions with our staff and volunteers.

The Personal Information that we process includes, but is not limited to:

- Contact information, such as your name, your company name, your title, position, your relationship to a person, the name of a WRSS student to whom you are related, your postal address, email address and phone number(s);
- Identification and background information provided by you or collected as part of our volunteer management processes, this may include your full name, photographic identification, gender and language(s) spoken;
- Technical information, such as information collected from your visits to our website;
- Information you provide to us for the purposes of attending meetings and events, including dietary requirements;
- Personal Information provided to us by you or on your behalf or generated by us in the course or providing our services.

We collect your Personal Information for a number of reasons. These may be to:

- communicate with you;
- help us deliver our P&C services;
- confirm your identity; and
- develop and market new services and events.

We do not usually collect Sensitive Information. We do invite you to let us know the language(s) you speak. This is completely optional. The reason we seek this information is to understand the extent of our multicultural school community and to pair you with other volunteers who speak the same language as you at events, if you would prefer this. We will only ever collect Sensitive Information in circumstances where you have, or the person to whom the information relates has, consented to the collection, or we are required or authorised by law to collect the information. If Sensitive Information is ever collected by us, it will only ever be used for the purpose for which it was collected, and should it ever be disclosed by us to any other individual or entity, we will require those individuals or entities to agree that they will only use that information strictly for the purpose for which it has been disclosed. We never use or disclose Sensitive Information for direct marketing purposes.

## **How do we collect and hold Personal Information?**

We generally collect Personal Information from:

- individuals who deal with us in person (e.g. face to face or telephone);
- individuals who use our website or who email us;
- WRSS;
- our sponsors and partners;
- service providers and contractors;
- referees and former employers in the case of job applicants.

If you visit one of our websites, our internet service provider may record certain information about your visit, including:

- internet address;
- domain name;
- internet service provider;
- the date and time of the visit to the website;
- any information or documentation and or data downloaded;
- your feedback, comments and conversations;
- the length of the session;
- the pages accessed;
- the website that referred to our website;
- the type and version of the browser; and
- the operating system used.

We are also able to collect information about email recipients including geographical location and viewing and interaction activity (such as views, bounces, clicks, replies, forwards, opt outs and links). This information is aggregated for analysis as de-identified data.

We may use pixels, or transparent GIF files, on our websites to help manage online advertising and email marketing. These files, if used, enable our service providers to recognise a unique cookie in your web browser, which in turn enables us and our service providers to learn which advertisements and emails brought you to any of our websites, and how you use our websites. GIF files are used to:

- track responses to advertisements, emails and site content (including social media engagements);
- determine your ability to receive HTML based emails;
- record how many users open an email;

- compile aggregated statistics;
- better target interactive advertising;
- enhance customer support and site usability; and
- provide offers and promotions that we believe would be of interest to you.

## **Cookies and Other Technologies**

Cookies and other technologies may be used by us or by third parties when you visit any of our websites or use any of our applications or related digital properties (individually and collectively, “Information Services”). In some cases, we may collect Personal Information from the cookies. ‘Cookies’ contain some information with a unique ID number pertaining to your computer. We may use this information to determine your usage of our website and Information Services, and the performance of the websites and Information Services.

We may also collect information about your browsing behaviour, such as but not limited to, the number of times you have visited, the date you visited and the amount of time you spent using our Information Services. We may also collect anonymous data (which is not Personal Information) about performance and errors that occur while you use our Information Services.

The information collected from cookies and other technologies is used solely for our internal purposes in managing our Information Services and improving their functionality and reliability, as well as to assist us in better targeting advertising, report statistics, analyse trends, administer our services, diagnose any errors and thereby enhancing customer support, site usability and quality.

## **Disclosure of Personal Information**

In the course of our business, we may disclose Personal Information to:

- WRSS;
- our Executive and other volunteers directly relating to our P&C activities;
- our business sponsors but only where you specifically provide your details for events or services sponsored by that business;
- referees and former employers (in the case of job applicants and contractors); and
- if required or authorised by law, regulatory bodies, government agencies and authorities, law enforcement bodies and courts.

## **Use of personal information**

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

- providing you with information;
- contacting you in relation to our activities and events;
- sending you newsletters, publications and other communications (including third party publications and communications);
- responding to enquiries or providing a relevant service as requested;
- compiling, analysing and sharing statistics;
- to customise our services or marketing;
- administration, business planning and other internal management functions and operations related to the provision or management of our activities and events;
- surveys and customer feedback;
- complying with our legal obligations;
- audit;
- assessment of employment applications; and
- other purposes for which it was collected.

## **Direct marketing**

You consent to us using your personal information to send direct marketing material in relation to our products or services, Associates' products or services, or the products or services of third parties.

If you do not wish to receive marketing information from us, you may at any time opt-out of receipt of further marketing communications by contacting our Privacy Officer (contact details below). If direct marketing is by email, you may also use the unsubscribe function.

You may contact our Privacy Officer if you do not wish us to disclose your personal information to third parties for direct marketing purposes.

## **Government related identifiers**

We do not use any government related identifiers, such as blue card numbers, as its own internal identifier of any individual. We will not use or disclose any government related

identifiers other than in accordance with the Privacy Act, or as otherwise required or authorised by law.

## **Data integrity and security**

We endeavour to ensure that all Personal Information we hold is accurate, complete and up-to-date. To assist us with this, individuals should contact us if any of their Personal Information changes, or if they believe that the Personal Information we have is not accurate or complete.

We take reasonable steps to protect the Personal Information that we hold from misuse, interference or loss, or from unauthorised access, modification or disclosure.

If we no longer require Personal Information that we hold (including when we are no longer required by law to keep records relating to you), we will take such steps as are reasonable in the circumstances to destroy the information or ensure that the information is de-identified.

## **Disclosure overseas**

We do not routinely disclose your information overseas and will only do so with your consent.

At the time of publication we currently house data on servers located in Australia and Canada.

## **Access and correction**

Individuals can ask us for access to their Personal Information by sending a written request to our Privacy Officer at the address below.

We do not impose a charge for making a request for access, however, we may charge for reasonable administrative costs incurred in providing access.

You can ask us to correct or update your Personal Information. We do not impose any charge with respect to requests for correction or updates.



Before correcting or providing access to Personal Information in response to a request, we will require your identity to be confirmed. While the Privacy Act provides you the option of not identifying yourself or of using a pseudonym, we must confirm your identity before we provide you with access or the ability to correct your Personal Information in order to maintain its security and integrity.

Requests for access or correction may be refused upon the grounds contained in the Privacy Act. If we refuse to provide access, or to correct Personal Information, we will provide you with reasons for the refusal.

## **Links**

Our websites and our email communications may contain links to third party sites. We do not control these sites or any of their content and if you visit these sites, they will be governed by their own terms of use (including privacy policies).

## **Complaints**

Privacy related complaints should be directed to our Privacy Officer in writing at the email or postal address shown below. No charge will be imposed for the making of a complaint, or for dealing with the complaint.

Once a complaint has been lodged, our Privacy Officer will acknowledge its receipt to you as soon as possible.

We will endeavour to respond to your complaint as soon as possible.

We will do our best to ensure that our investigation is completed, and a decision on your complaint is communicated to you, within 30 days of our receipt of the written complaint. We will inform you if we need more time.

If we are not able to resolve your complaint to your satisfaction you may also contact the Australian Information Commissioner on the following details:

Office of the Australian Information Commissioner

GPO Box 5218

SYDNEY NSW 2001

Telephone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

## **Contact us**

If you have any questions about this Privacy Policy or if you wish to request access to your personal information, correct or update your details or raise any privacy concerns you may have, please contact us at:

Address: Privacy Officer

314 Warrigal Road

Eight Mile Plains QLD 4113

Australia

Email: [president@wrsspandc.org](mailto:president@wrsspandc.org)

## **Changes to this policy**

We may amend this Privacy Policy, in whole or part, in our sole discretion at any time.

This Privacy Policy was last updated in January 2024 and is accurate at the time of publication.