

Privacy Policy

ACT Wildlife Inc (ACTW) recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information.

This document is our privacy policy and it tells you how we collect and manage your personal information.

We respect your rights to privacy under the *Privacy Act 1988* (Cth) ('the Act') and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information, in accordance with our duties under the *Associations Incorporations Act (1991)*, and the *Nature Conservations Act (2014)*.

Personal information defined

Essentially 'personal information' means any information that can be used to personally identify you.

This may include your name, address, telephone number, email address and your experience with wildlife care. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information and protected in accordance with this policy.

Collected personal information

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number/s;
- any other contact details you wish to provide;
- age or birth date;
- profession, occupation or job title;
- details of the products or services you have purchased from us or which you have enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries;
- any additional information relating to you that you provide to us directly through our websites (membership); and
- information you provide to us through donations.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or information about animal enquiries or rescues through our hotline service.

Sensitive information defined

'Sensitive information' (a type of personal information), means information or an opinion about an individual's race or ethnic origins, political opinions and associations, religious

beliefs or affiliations, philosophical beliefs, sexual preferences or practices, trade or professional associations and memberships, union membership, criminal record, health or genetic information or biometric information.

Collected sensitive information

There are very few circumstances where we collect sensitive information – for example, as part of information collected about directors and employees for company and human resource management purposes. Where such information is collected, we will only do so if you have provided your consent or where required by law.

Why personal information is collected

We collect your personal information directly from you in most cases, where reasonable and practicable. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website;
- during conversations between you and our representatives; or
- when you complete an application or purchase order; or
- when the law requires; or
- in the course of rescuing an animal under the *Animal Welfare Act 1992* (ACT) and EPSDD Wildlife carer licensing.

Whilst very rare, we may also collect personal information from third parties including: law enforcement agencies and other government entities where this is authorised or required by law.

Cookies

We may send cookies, or small pieces of information, to your web browser in order to collect information on your browsing session. Our cookies do not collect personal information, but may be used for:

- Recording preferences that you specify on our websites
- Providing general visitor and customer analytics for internal reference
- Conducting research to improve our content, products and online services
- Assisting with direct marketing, should you opt-in for this service
- Supporting security measures, such as requiring you to re-login to a site after your account has been inactive for a period of time

If you do not wish to receive cookies you may disable these in your web browser, however please note that doing so may affect our sites' ability to function properly. See the 'Help' section of your web browser for more information on changing your cookie preferences.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, provide relevant content to users, monitor fraudulent activity, and gather broad demographic information.

Where personal information is not available or collected

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide requested services or products to you, either to the same standard or at all;
- we may not be able to provide you with information about activities, products and services that you may be interested in - including information about campaigns, discounts, sales, events or special promotions;
- we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful; or

For what purposes do we collect, hold, use and disclose your personal information?

We collect your personal information so that we can perform our animal welfare and related activities and functions and to provide the best possible quality of service.

We collect, hold, use or disclose your personal information in relation to the following purposes:

- Animal intake and care for our ACT Government reporting;
- Animal intake for Veterinary services;
- Education, advocacy and public campaigns;
- Bequest animal and respite programs;
- Public complaint and inquiry response and referral;
- Fundraising, events, donations and memberships;
- Community engagement and communications;
- Legacies and bequests;
- Retail sales and marketing;
- and ancillary purposes, or as otherwise permitted by law.

In order to continue to provide and improve these services, products and activities to you as a supporter and/or client, we require your personal information, in particular:

- to provide news, information, products and services to you and to send communications requested by you;
- to answer enquiries and provide advice about existing and new campaigns, services or products;
- to conduct activities including providing personal information to contractors, service providers or other third parties when necessary;
- for the administrative, marketing (including direct marketing), planning, activity or service development, quality control and research purposes of ACTW, its contractors or service providers;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

Your personal information will not be shared or disclosed other than as described in this Privacy Policy.

To whom may we disclose your information?

We may disclose your personal information to:

- our employees, contractors or service providers for the purposes of operation of our supporter and customer services, and;
- provide information, products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and;
- professional advisors such as accountants, solicitors, business advisors and consultants;
- any organisation for any authorised purpose with your express consent; and any organisation where required by law.

Direct marketing materials

We will be looking at conducting direct marketing campaigns in future and if so, we will be following the guidelines under the Australian Privacy Principle 7. If you have provided us your information in connection with a fundraising event or charitable donation, we may send you direct marketing communications and information about our products and services that we consider may be of interest to you.

If you have given us your information for any other reason, we may send you direct marketing communications only with your express permission.

These communications may be sent in various forms, including email, SMS, fax and by post, in accordance with applicable marketing laws, such as the *Spam Act 2003 (Cth)*. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

In addition, at any time you may opt-out of receiving marketing communications from us by using opt-out facilities provided in the marketing communications, and we will then ensure that your name is removed from our mailing list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us (see the Contact us box below). You will be required to provide verification of your identity, and we reserve the right to withhold information if we are not satisfied you are the person identified in it.

Once verification is complete, where we hold information that you are entitled to access, we will make reasonable efforts to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you and, if so, will notify you of the applicable charges. We will not charge for you making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it.

What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it. Our procedure for investigating and dealing with privacy breaches is an internal review by the Privacy Officer, who may contact you to seek further information to your initial complaint, if needed. At the conclusion of that review, you will be provided with a written account of the outcome and any measures we propose to take to address defects in our processes.

At any time, if you wish to have the matter considered externally, you may complain to the Office of the Australian Information Commissioner via the details below.

Contact the Australian Information Commissioner:

Post: GPO Box 5218 Sydney NSW 2001

Tel: 1300 363 992

or via the contact - complaints link on the Commission website: www.oaic.gov.au

Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

ACTW takes every reasonable step to ensure the security of data held by us. As our website is linked to the internet, and the internet is inherently insecure, we cannot provide absolute guarantees regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted

while being transmitted over the internet. Accordingly, you acknowledge that any information which you transmit to us online is transmitted at your own risk.

Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

Contact information

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer (the Secretary) using the details set out below.

We will treat your requests or complaints confidentially. Our Privacy Officer will contact you within a reasonable time after receipt of your complaint to discuss our concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Contact us:

The Secretary

Post: PO Box

Tel: 0432 300 033

Email: secretary@actwildlife.net

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.