

THE MARAWAY (QLD) PRIVACY POLICY

Your privacy is super important to us

This statement outlines *The MaraWay's* policy on how *The MaraWay* uses and manages personal information provided to or collected by it.

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

This privacy policy assumes that you are resident in Australia. If you are resident in the UK or Europe, please contact us for more information regarding how we treat your personal information.

What is personal information? Why and how do we collect it?

The type of information *The MaraWay* collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Your age.
- Place of residence.
- Contact details.
- Training and/or employment history, including Australian Government's Unique Student Identifier USI number.

Personal Information you provide:

The MaraWay will generally collect personal information held about an individual by way of phone calls, forms, meetings, emails and text messages. 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 MaraWay* may be provided with personal information about an individual from a third party, for example, another organisation that is providing you with support to access our services.

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 MaraWay's* treatment of an employee record, where the treatment is directly related to a current or former employment relationship between *The MaraWay* and employee.

What will we do with your personal information?

The MaraWay 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 MaraWay* 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. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

We may use video surveillance for security purposes and the footage will be used only by *The MaraWay* and by the providers of our security services for security purposes. Surveillance videos are not used by *The MaraWay* for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

Job applicants, staff members and contractors:

In relation to personal information of job applicants, staff members and contractors, *The MaraWay's* primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which *The MaraWay* uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- for payroll purposes;
- to satisfy *The MaraWay's* legal obligations,

Where *The MaraWay* receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Volunteers:

***The MaraWay* also obtains personal information about volunteers who assist *The MaraWay* in its functions or conduct associated activities, such as to enable the *The MaraWay* and the volunteers to work together.**

Marketing and fundraising:

The MaraWay treats marketing and seeking support for the future growth and development of *The MaraWay* as important. Personal information held by *The MaraWay* may be disclosed to an organisation that assists in *The MaraWay's* marketing, for specific marketing activities of *The MaraWay*.

Sharing your personal information is strictly limited:

The MaraWay may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to *The MaraWay*,
- anyone you authorise *The MaraWay* to disclose information to.

Sending information overseas:

The MaraWay 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 understand the importance of sensitive information:

In referring to 'sensitive information', *The MaraWay* means:

"information relating to a person's racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual".

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

We totally respect the confidentiality and security of your personal information

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

The MaraWay has in place steps to protect the personal information *The MaraWay* 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.

Updating personal information

The MaraWay 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 MaraWay* by contacting the Privacy Officer of *The MaraWay* at any time.

The Australian Privacy Principles require *The MaraWay* not to store personal information longer than necessary.

You have the right to check what personal information *The MaraWay* holds about you.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which *The MaraWay* holds about them and to advise *The MaraWay* 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 MaraWay* holds about you, please contact the Privacy Officer in writing.

The MaraWay 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, *The MaraWay* may charge a fee to retrieve and copy any material. If the information sought is extensive, *The MaraWay* will advise the likely cost in advance.

How long will *The MaraWay* 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, as you will have consented to that in writing with us.

But wait, there's always more information if you need it.

If you would like further information about the way *The MaraWay* manages the personal information it holds, please contact the Privacy Officer on (07) 4040 2035.

What can you do if you have concerns or complaints?

If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Privacy Officer who will first deal with you usually over the phone. 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 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

Changing lives and strengthening
community by helping people
help themselves