



PRIVACY POLICY

Version 2.0 - Reviewed April 2024

1. Scope of Policy

Friends of the Koala ("FOK", "we", "us" and "our") is committed to protecting the privacy of your personal information. This Privacy Policy explains how we collect, store, use and disclose personal information about our members, clients, volunteers and people who apply for employment with us, and how we comply with our obligations under the Privacy Act 1988 (Cth) ("Privacy Act").

At times it is necessary to gather information from our members, volunteers, supporters and other parties with whom we deal to enable us to conduct our operations and enhance the services that we provide. The types of Personal Information FOK collects is dependent on our interactions with you. This Policy should be read together with our website terms and conditions.

In this Policy "personal information" has the same meaning as defined in the Privacy Act (and includes "sensitive personal information"). Personal information is information or an opinion, whether true or not, recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

2. What information do we collect?

FOK collects Personal Information from visitors, volunteers, members, employees, job applicants, sponsors, donors, and partners. We may also collect information from suppliers and other parties we deal with (collectively you, your).

The type of Personal Information we collect depends on the dealings you have with us, and may include your:

- name
- date of birth
- gender
- address (postal and email)
- telephone numbers
- country of residence
- government related identifiers where permitted
- financial information (including TFN, credit card details)
- opinion of our business activities via surveys and/or competitions and trade promotions
- proof of identity documents
- other information relevant for us to provide our products and services to you in the manner that you have requested, or to comply with the law



- any information provided for employment or volunteering with us including qualifications, licences, profile testing, pre-employment testing, working with children and criminal history checks, relevant medical information and next of kin or emergency contacts

FOK may collect your credit card details or other financial information where you provide them to us via our website for the purpose of membership, donations or purchasing goods or services from us. We will only use your financial information for the purpose for which it was collected and in accordance with this privacy policy. When you visit our website, we may also collect information about your computer, including your IP address, date/time of your visits, duration of your visits, the pages and documents accessed, the previous site accessed (i.e. the referring URL) and the type of browser being used.

We may collect Personal Information about children under the age of 16 (minors) as part of our business, for example selling family memberships or tickets, Adopt a Koala programs. Where we collect Personal Information about minors, we have adopted the position proposed by the Privacy Commissioner that a young person is able to give their consent when they have a sufficient understanding and maturity to understand what is being proposed. When obtaining Personal Information from minors, FOK will make a determination as to the minor's understanding of why the Personal Information is being collected, before deciding to collect that information. Where a minor is not able to give their consent to the collection of their Personal Information, their parent and/or guardian may provide their Personal Information to us and in doing so gives consent to us collecting that minor's Personal Information.

3. Why we collect and how we use your personal information

FOK will only collect Personal Information from you when it is reasonably necessary to undertake our business activities and functions, or as otherwise permitted by law. We may also collect your Personal Information for one or more of the following purposes:

- understand and analyse customer needs and our services
- conducting surveys, marketing, competitions, events, product development and research
- distributing updates and information (directly or via third parties) about FOK and its participating partners
- provide, process and administer tickets, passes, memberships or other goods and services to you
- contact you about orders and bookings, or your requests, questions, comments and complaints
- process your donation and provide you with a tax receipt
- administer and manage our services including charging, billing and collecting debts
- fundraising, memberships, sponsorships, and bequests
- ensure the proper function of the website and online software
- promotion of FOK and/or third-party partners
- assess your application for a role with us and to take references
- respond to and manage claims, defend our legal interests and investigate and protect against fraud, theft and other illegal activities
- compliance with government and funder requirements and any other obligations at law
- any purpose for which you have consented



We may also use your Personal Information for other purposes not listed above which will be made clear to you at the time we collect your Personal Information, or for such purposes as may be required or permitted by law.

4. How FOK collects Personal Information

Where it is reasonable and practicable to do so, we collect your personal information directly from you by phone, email, post, website, when you complete any survey/application forms, complete attendance forms for events, when you interact with us on social media (such as Facebook or Instagram) or when you deal with our staff and volunteers.

We take all reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, unauthorised modification or unauthorised disclosure. We will keep your personal information secure and it will be held by us in our client database in accordance with the Privacy Act. We will only release your personal information if you authorise us to do this or if we are legally required to do so.

Occasionally we will collect your personal information indirectly through a transaction or request for membership or tickets or other services we offer, donations, emails, forms, competition entries, and attendance at events, business cards, online queries and telephone conversations. We may also collect your information from third parties in some instances, for example, we may use third parties to analyse traffic at our website, our blogs and social media channels, which may involve the use of cookies, or we may obtain an employment reference from another person.

5. How we disclose your Personal Information

We may disclose your personal information to undertake any of the purposes set out above, or where permitted or required by law or as otherwise detailed in this Privacy Policy. Where possible, information will be de-identified. Recipients of your personal information may include:

- our employees, contractors or service providers, to the extent reasonably necessary for them to carry out their duties/obligations. This may include research or evaluation agencies, website development agencies, payment processing agencies, IT systems administrators, couriers, payment processors, lawyers and business advisors.
- our related bodies corporate, suppliers, consultants, contractors, or agents so that they can provide you with information, products or services on our behalf or help us to provide you with the requested information, goods or services including contacting you in relation to the information, products or services.
- if we merge with or are acquired by another entity, to that entity as a part of the merger or acquisition, after informing you by email.
- any person to whom we are required or permitted by law to disclose personal information. This may include government departments and funders (usually de-identified), the Australian Police, Australian medical practitioner, regulators or similar, an ambulance service, or Government departments or regulators within Australia in connection with law enforcement activities and emergency services.



Where personal information is transferred or disclosed to third parties, its access, storage and use will be subject to their own privacy policies.

FOK may, in very limited circumstances, disclose Personal Information to organisations outside Australia, for example where:

- we need to comply with foreign legal or regulatory requirements;
- an international payment has been made;
- we are participating in international conferences/exchanges.

No communication via the internet or web or mobile device is 100% secure.

- We cannot and do not take any responsibility for maintaining the security of your personal information on any other website or app linked with our website or app. If you have any query or enquiry regarding the handling of personal information, make direct access to each relevant website.

6. Use of our website, online software and cookies

Every time you use our website, information may be collected by us or on our behalf via services such as Google Analytics. Types of information collected may include:

- the date and time of your visit to our website and online software
- your IP address
- the address of the documents you access
- the type of browser and operating system you are using
- any address of a recurring site and any other website you are about to visit
- the information you submit regarding payment particulars

The information that may be collected provides us with details about how the website is being used including the frequency and duration of visits, and which web pages you have accessed on the website. We may provide third parties with aggregate statistics about our visitors, traffic patterns and related site information. This data reflects site-usage and does not contain personal identifying information.

Please be aware that our website may include links to other sites whose privacy practices may differ to those of FOK. If you submit personal information to any of those sites, your information is governed by those websites' respective privacy policies.

Cookies are data that a website transfers to your browser and are stored in your hard drive and are be used to track your ongoing access to and use of the website. We may use cookies to allow us to track usage patterns and help us improve and tailor our service to you. Cookies are used to 'remember' when your computer or devices access our website. Cookies are essential for the effective operation of our website and to help you interact with us online. They are also used to tailor the products and services offered and advertised to you, both on our website and elsewhere. Cookies will not identify you personally. If you would prefer not to receive cookies, you can alter your security settings on your web browser to disable cookies or to warn you when



cookies are being used. However, this may mean you may not be able to take advantage of all features of the website.

We may utilise certain third-party advertising services on our website (e.g. organisations such as FastClick or Google) to display advertising. These third-party services may place a cookie on your computer for the purposes of ad tracking and presentation. We do not share personally identifiable visitor information with these third-party services.

7. Storage and Security

We take all reasonable and appropriate steps (including organisational and technological measures) to protect your Personal Information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. Some of the ways this is done include:

- requiring our staff to maintain confidentiality;
- implementing document storage security;
- imposing security measures for access to our computer systems;
- providing a secure environment and access control for confidential information.

Electronic data is stored wherever practical under password protection and encryption including:

- website ecommerce software; and
- membership database software; and
- electronic databases, including those for processing customer enquiries or feedback; and
- email databases for marketing communications;

Physical data, such as paper-based forms, are stored wherever practical under locked security.

FOK regularly deletes and permanently de-identifies Personal Information if the information is no longer needed by FOK. Where a third-party provider holds your personal information, their retention and storage is subject to their own privacy policy.

Individuals who contact us have the option of requesting anonymity or using a pseudonym. However, it may not be reasonably practicable for us to deal with individuals anonymously or with a pseudonym if those individuals wish to engage our services; wish to obtain information in relation to our services; and make enquiries or complaints about our services. A request for anonymity or the use of a pseudonym may also be rejected if we are required under Australian law to deal with individuals who have identified themselves.

8. Direct Marketing

We may use your Personal Information for direct marketing purposes with your consent, or where we reasonably believe you would expect to hear from us (for example, to tell you about Koala interest stories, new products or services and special offers that we believe may be of interest to you, or about an event in your local area).



You can withdraw your consent to receiving direct marketing communications from us at any time by unsubscribing from the mailing list by clicking 'unsubscribe' at the bottom of any email from us, by contacting us on the details at the end of the privacy policy or by using the unsubscribe facility set out in any other electronic communication you receive.

We may occasionally engage other companies to provide marketing or advertising services on our behalf. Those companies will be permitted to obtain only the Personal Information they need to deliver the service. If we provide those companies with any of your Personal Information, it is to provide you with a better or more relevant and personalised experience and to improve the quality of those services. We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your Personal Information.

We may also use your Personal Information and information collected about you using third parties such as Google Analytics to provide you with a better or more personalised and relevant experience when using our website. We may do this by combining behavioural data we collect by the use of cookies and combining it with the Personal Information we have collected from you.

9. Access to, correcting and updating your Personal Information

Subject to the exceptions set out in the Privacy Act, you have certain rights in respect of your personal information. This includes the right to seek access to and correct the personal information which we hold about you by contacting FOK by the means provided below. You may also have the right to ask for data portability, the right to object to our processing of your personal information or ask that we restrict the processing of your personal information in some circumstances. Any request to provide access to this information will be dealt with within a reasonable time and in any event within 30 days. We will require you to verify your identity and to specify what information you require prior to access being provided. If a fee is charged for providing access, you will be advised of the likely cost in advance.

If FOK withholds access to Personal Information, FOK will provide written reasons to the extent required and how the applicant may complain about the refusal. Alternatively, FOK will consider whether the provision of access to an independent third party will meet FOK's and the relevant applicant's needs.

FOK periodically monitors the quality and accuracy of Personal Information that it maintains and where practical, updates that information on a regular basis. You may update, amend or correct your Personal Information at any time by contacting FOK by the means set out below. We will need to verify your identity before any changes to your personal information are recorded.

10. Contacting FOK

FOK is committed to resolve any issues, complaints or concerns about privacy and use of data. If you have a question or comment regarding this Policy or wish to make a complaint or exercise your privacy rights, please contact our General Manager using the following details:



Phone: +61 (02) 6621 4664

Post: 23 Rifle Range Road East Lismore NSW 2480

Email: manager@friendsofthekoala.org

We will need to verify your identity and we will respond to you within a reasonable period of time to acknowledge your complaint and inform you of the next steps we will take in dealing with your complaint.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) via the OAIC website: www.oaic.gov.au.

11. Changes to our Privacy Policy

We may revise this privacy policy from time to time as we add new features or as laws change that may affect our website. When we make changes to our privacy policy, they are reflected on this page. Any revised privacy policy will apply both to information we already have about you at the time of the change, and any Personal Information created or received after the change takes effect. We encourage you to periodically reread this privacy policy, to see if there have been any changes to our policies that may affect you.

Approval and Version Control

Version Control	Date Effective	Approved By	Amendment
1.0	April 2020	Committee	Policy created
2.0	April 2024	Committee	Reviewed by lawyer, recommendations implemented