

YARRA RIVERKEEPER ASSOCIATION

PRIVACY POLICY

Policy number	P01	Version	#1
Drafted by	Rachel Fensham	Approved by Board on	10 October 2023
Responsible person	Arte Koussis	Scheduled review date	10 October 2024

SCOPE

The Privacy Policy of the Yarra Riverkeeper Association is delivered by a statement that articulates the principles of privacy protection that are best practice for not-for-profit organisations, and that are in alignment with current legislative expectations. For the purposes of conducting the activities of YRKA, our Privacy Statement is made available on our website and upon request to any interested person or group.

This Policy is reviewed annually in accordance with any legal obligations or community expectations that may change. We appoint annually a member of the Board to be responsible for a Privacy email account that is established to service the policy.

PRIVACY STATEMENT

The Board of the Yarra Riverkeeper Association is committed to protecting the privacy of personal information which the organisation collects, holds and administers. We recognise the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and reflected in this Privacy Policy (insert date)

The Yarra River Keepers Association has adopted the following principles contained as minimum standards in relation to handling personal information.

Definition of personal information

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

Types of personal information we collect

The types of personal information we may collect and store include:

- your name, postal address, email address, telephone number,
- survey responses and information relating to subscriptions or donations.

Use of your personal information

The Yarra Riverkeeper Association collects and administers a range of personal information to allow us to send you authoritative and expert information on the Yarra River and to provide you with information about our organisation and projects.

We may also use your personal information for the purposes of:

- internal administration, research, and planning,
- marketing, campaigns, fundraising and project development, and
- for other purposes communicated to you at the time of collection.

For example, we may contact you by email, SMS, post, other electronic messaging services (including social media), or by phone, to let you know about our latest projects, campaigns and events, for education purposes, or to seek donations to enable us to continue our important work, or to let you know about other associated groups important work.

Disclosure of your personal information

Any personal information you provide to us may be disclosed, if appropriate, to organisations who provide services on our behalf, such as mail, database, marketing, telephone, digital, professional advice, audit, payment processing and research services.–

We may also disclose your personal information to volunteers who assist with our work. We describe below the steps that we take to make sure these third parties respect your personal information and keep it safe.

We won't use or disclose your personal information for any secondary purpose, unless:

- (A) that secondary purpose is related to the primary purpose for which we collect that information and you would reasonably expect the disclosure in the circumstances; or
- (b) you have given us your consent.

Collection and storage of personal information

We collect and hold personal information you provide us through our website, over the phone, or by email. For example, when you send an email to us or give us information over the phone, we may retain this in order to respond to your inquiry and to deliver better client or member service in future.

Protecting your personal information

We take appropriate security measures to protect against unauthorised access to or unauthorised alteration, disclosure or destruction of your personal information. We have strict contractual arrangements in place with the service providers, external agencies, staff and volunteers with whom we may share your personal information.

From time to time, we undertake internal reviews of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorised access to systems where we store personal information.

Personal information is held only for as long as the personal information remains relevant to the purpose for which it was collected. Once the information (for instance of an expired membership) is no longer required it is permanently deleted.

Anonymity and Pseudonymity

When it is not impracticable or unlawful, you are welcome to interact with us without identifying yourself, or by using a pseudonym. For example, donations to us can be made anonymously, and we will not disclose the details of that donation unless required by law.

Unsolicited personal information

We do not usually collect unsolicited personal information. Where we receive unsolicited personal information, we will determine whether or not it would have been permissible to collect that personal information if it had been solicited.

If we determine that collection would not have been permissible, to the extent permitted by law, we'll destroy or de-identify that personal information as soon as practicable.

Access and correction

We will take all reasonable steps to ensure any personal information we collect, use or disclose is up to date and accurate. If you believe personal information we hold about you is not up to date or accurate, you may ask us to correct it.

You may ask us to provide you with details of the personal information we hold about you, and copies of that information. We will respond to your request and attempt to provide you with the data within 30 days of receipt of your request.

If we provide you with copies of the information you have requested, we may charge you a reasonable fee to cover the administrative costs of providing you with that information.

Please direct all requests for access and correction to:

Contact: privacy@yarrariver.org.au
The Yarra Riverkeeper Association
1 St Heliers Street, Abbotsford, VIC 3067

Complaints

If you consider a breach of your rights in relation to privacy has occurred, you may direct your query to privacy@yarrariver.org.au, and we will attempt to resolve your complaint.

Changes to this policy

Please note that the Yarra Riverkeeper Association may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to our operations and practices and to make sure it remains appropriate to the changing legal environment.