

14.3 PRIVACY POLICY

Introduction

ConnectGroups (“ConnectGroups,” “we,” or “us”) values and respects concerns about privacy. We are committed to protecting the privacy of personal information which the organisation collects, holds and administers.

Personal information is information which can be used to identify or contact a single person.

Purpose

The purpose of this document is to provide a framework for ConnectGroups in dealing with privacy considerations. This policy explains how we use, disclose and protect the personal information of people who use our services or website.

Policy Statement

ConnectGroups collects and administers a range of personal information for the purposes of providing support and assistance for individuals and families affected by adverse common conditions – Emotional, Chronic, Genetic and Mental health that has led them to the establishment and or joining of a Self Help and/or Support Groups as a means of peer support and information sharing.

ConnectGroups main areas of operation are:

- Referrals
- Training and development
- Advocacy
- Research

The organisation is committed to protecting the privacy of personal information it collects, holds and administers in accordance with the Privacy Act 1988 and the Australian Privacy Principles which are set out in a Schedule to that Act.

ConnectGroups recognises 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.

By visiting www.connectgroups.org.au, or by sharing personal information with ConnectGroups, you are agreeing to and accepting the practices described in this policy, so please review it carefully.

What Personal Information do we collect?

ConnectGroups collects personal information from people who are connected to its operations and activities – including employees, volunteers, service providers, recipients of referrals, Self Help and Support Groups, Community organisations, participants in ConnectGroups' events and projects.

Personal information is information which can be used to identify or contact a single person.

Below, are some examples of personal information that we commonly collect:

- Name. Individuals have the option of not identifying themselves, or of using a pseudonym, when requiring a referral to a support service.
- Gender
- Suburb/location
- Condition or support required
- Phone number/email addresses.

Individuals have the right to anonymity. Every person that contacts ConnectGroups will be given the opportunity to engage with the organisation on an anonymous basis. In this instance no identifying information will be collected or recorded.

How do we collect Personal Information?

1. Information You Voluntarily Choose to Provide

Personal Information is collected in most of the cases directly from the individual that request a referral, representative of a Self Help & Support Groups; Community organisations and Government organisation. The information is collected in person, on the phone or online. ConnectGroups also obtains information from third parties such as social and community workers, and Self Help and Support Groups members.

Contact details for Self Help and Support Group coordinators/ facilitators or other support services will be collected from the membership application form or via email and entered into ConnectGroups Database. Only the information requested for the group/organisation to be included on ConnectGroups' online directory will be made public.

2. Information Collected Automatically When You Use Our Websites

Like most websites, we collect basic web traffic information (such as IP addresses) to monitor overall usage of our site. This helps us understand traffic patterns and know if there are problems on the site. We also use URLs (website links) in emails with an identifier that allows us to correctly identify the person who takes an action using a web page.

Cookie technology is used on several parts of our website. Cookies are pieces of information that a website transfers to a computer, tablet or smartphone to analyse website usage and

to facilitate transactions and a more personalised website experience. Most web browsers are set to accept cookies. If you do not wish to receive any cookies you may set your browser to refuse cookies. This may mean you will not be able to take full advantage of all the functions on the ConnectGroups website.

3. Information We Receive from Others

In some cases, other parties provide us with personal information about you, or allow us to collect personal information about you. In some cases, we are not able to control the amount or type of information that other parties like social networks, make available to us. Although we cannot control your privacy settings at those websites or how those other parties protect your privacy, once we receive information about you through those websites, we will treat it in accordance with this policy.

How do we use your Personal Information?

ConnectGroups collect, holds and uses personal information from individuals for a number of purposes, including:

Referral / Support services: to provide individuals/ organisations with referrals, information and support services available as well as to comply with the follow up/ feedback due process.

Advocacy services: to promote events that ConnectGroups considers could impact positively an organisation the individual(s) belong(s) to.

Volunteering: to coordinate volunteers' assistance in activities organised within the community.

Training: to communicate training opportunities and to contact attendees to ConnectGroups workshops.

Community Sector and Health promotion: to provide a range of information and initiatives than raise awareness about health, aims, events and activities Self Help and Support Groups, Community Organisation and Government offer to members of the community.

Research: to conduct research into Self Help and Support Groups scope.

Other issues: To communicate with a person in relation to ConnectGroups' operations, activities and objectives, to verify individual's identity, to improve and evaluate our programs and services and to comply with relevant laws.

When might we give anyone else access to your Personal Information?

ConnectGroups will not disclose your personal information to any third parties except:

- to third parties appointed by ConnectGroups to provide services on our behalf, including, without limitation, our contractors and volunteers, website and data hosting providers, email or SMS providers, technology service providers, advertising partners and other persons who perform services for us – in which case, ConnectGroups uses reasonable steps to ensure such third parties keep your personal information confidential and do not use or disclose your personal information for any purpose other than the purpose of providing those services to us;
- to our professional advisers, accountants, insurers, lawyers and auditors on a confidential basis;
- if ConnectGroups or its assets are or may be acquired by a third party, the information may be provided to that third party and its advisors;
- in exceptional circumstances, ConnectGroups may be required or permitted by law to disclose personal information, for example when it is necessary for something you have requested from us and when necessary to protect someone's safety, rights or property; or
- otherwise with your consent.

Internet and Cross-Border Disclosures of your Personal Information

As noted above, ConnectGroups website/newsletter marketing system may use some software to collect information about its usage and performance, statistical and internal purposes including improving the functionality of the websites for its users.

Generally, ConnectGroups uses systems located within Australia. However, ConnectGroups use data hosting facilities and third party service providers to assist the organisation with providing its services. As a result, personal information may be transferred to, and stored at, a destination outside Australia, including but not limited to New Zealand, China, Singapore, Finland, Belgium, Canada, and the United States of America.

When the information is sent overseas, ConnectGroups will take appropriate steps to ensure data handling and security arrangements are in place in line with Australian privacy legislation.

ConnectGroups does not accept responsibility for compliance to the Privacy Act of other pages or sites linked from its website to other websites of interest. Once the person leaves ConnectGroups' website the organisation cannot be responsible for the protection and privacy of any information which a person provides whilst visiting these sites due to ConnectGroups does not held any responsibility or control over these websites.

How does ConnectGroups keep your information secure?

ConnectGroups endeavours to take all reasonable steps to keep secure any information that we hold about you, and to keep this information accurate and up to date. Your information

is transmitted internationally to be stored on secure servers that are protected in controlled facilities. We require our employees, contractors, volunteers and data processors to respect the confidentiality of any personal information.

When no longer required, personal information is destroyed in a secure manner or deleted.

Gaining Access to and updating your Information

ConnectGroups takes reasonable precautions to ensure that the personal information it collects and uses is complete, relevant and up-to-date. However, the accuracy of personal information received depends to a large extent on the information individuals provide to the organisation.

Individuals can request their details and any personal information ConnectGroups holds of them to be updated, corrected or deleted at any time. ConnectGroups will take reasonable steps to verify individuals' identity before granting access or making any correction to or deletion of a person's information. There is no fee for making such requests and ConnectGroups will endeavour to make the information available within 30 days of the initial request.

Any individual interested in accessing or updating their personal information should contact ConnectGroups at PO Box 1209, Booragoon, Western Australia 6954. Tel: + 61 8 9364 6909 and email info@connectgroups.org.au.

Notifiable data breaches scheme

In the event of any unauthorised access or disclosure of your personal information (including where information is lost in circumstances where unauthorised access or disclosure is likely to occur) that is likely to result in serious harm to you, ConnectGroups will investigate and notify you and the Office of the Australian Information Commissioner as soon as practicable, in accordance with the Privacy Act.

Making a query or complaint

If you have a question or a complaint about how we manage your personal information or would like to know more, you can contact ConnectGroups by email on info@connectgroups.org.au or by phone on Tel: + 61 8 9364 6909.

If you've made a complaint, ConnectGroups will acknowledge that your complaint has been received, provide you with the contact details of the person reviewing the complaint and give you an estimate of when they will update you on the status of your complaint.

We take any privacy complaints seriously and will deal with your complaint promptly. However, if you are not satisfied with our response or how we handled your complaint, you may also raise a complaint with the Office of the Australian Information Commissioner:

By phone on 1300 363 992

By phone with TTY on 1800 620 241

By email to enquiries@oaic.gov.au

By mail: Office of the Australian Information Commissioner (OAIC), GPO Box 5218, Sydney NSW 2001

Future revisions

From time to time, our privacy policy will be reviewed and revised. Whenever we change our privacy policy we will post an updated version on our website, including the last date of revision.

This privacy policy was last revised on June 20th 2018.

Contacting us

If you have any questions about how we handle your personal information and protect your privacy, please feel free to contact us at info@connectgroups.org.au.

Authorisation

Pearl Proud
Chairperson

REVISION RECORD

Date	Version	Revision description
15/07/2015	1	Pearl Proud / Antonella Segre
20/06/2018	2	Rosemary Roach, Brian O'Keefe and Antonella Segre. June 2018 Board Meeting.