

Privacy Policy

General



everyone's family

Our commitment to your privacy

We are The Smith Family (ABN 28 000 030 179). We are committed to protecting your privacy. We support and are bound by the Australian Privacy Principles under the *Privacy Act 1988*. This Privacy Policy contains information about how we collect and handle personal information. It also has information on what to do if you have questions, concerns or complaints.

What information do we collect?

We only collect information that is reasonably necessary for our work.

We collect information from our:

- students and families;
- supporters;
- volunteers; and
- VIEW Club members; and
- prospective employees.

This privacy policy applies to the groups of people identified above. We also collect and handle personal information about our employees. Details of the specific procedures relevant to how employee information is collected, used and handled is set out in our People and Culture Privacy Policy.

Please see the **'More Information'** section below for more detailed disclosure about the information we may collect and handle about you.

How do we collect information?

The main way we collect personal information about you is when you give it to us directly. However, in some cases we may collect personal information about you from a third party. You can find more details about how we collect personal information in the 'More Information' section below.

It is up to you how much information you would like to provide to The Smith Family. However, if you do not wish to provide certain information requested by us this may limit our ability to engage with you and carry out our functions and activities. We will only seek information from others with your consent or if it is not reasonable or practical to get the information directly from you and it relates to our programs and activities.

How do we use your information?

We use your personal information to provide and manage our services and conduct our operations and activities. You can find more detailed information about how we use your personal information in the 'More Information' section below.

How do we keep your information?

The Smith Family takes the security and confidentiality of your information very seriously.

We have tools, systems and procedures designed to protect the information you give us from misuse, interference and loss, and from unauthorised access, modification or disclosure.

Our staff are trained in relation to privacy, and everyone within The Smith Family who works with children or other vulnerable people or has access to their personal information has had to satisfy the screening requirements set out in our Child Protection Framework, which may include police checks and working with children/vulnerable persons checks (as applicable).

When do we disclose your information to others?

Your personal information may be disclosed outside The Smith Family for the primary purpose for which it was collected. The Smith Family will not otherwise give your personal information without your consent unless one of the exceptions under the Australian Privacy Principles applies.

Except as described in this Privacy Policy, personal information will not be disclosed to any third parties unless required or authorised by law. You can find more detailed information about when we disclose personal information to others in the 'More Information' section below.

When do we disclose your information overseas?

In order to manage information we collect from you, we may use service providers with cloud-based hosting facilities that are located outside Australia. The countries in which these facilities are likely to be located include countries within Europe, the United States and Japan.

When we engage those service providers we ascertain if they are also subject to Australian privacy law and/or take steps to ensure that our service providers only use the personal information to provide services to us and keep it confidential.

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How can you find out about your information and fix it if it's not correct?

We will always try to make sure the information we get is accurate.

You can access, update or correct the information we have collected by emailing privacy@thesmithfamily.com.au or, for VIEW Club members only, view@thesmithfamily.com.au

or by calling:

- for students and families - 1800 024 069
- for supporters – 1800 024 069
- for volunteers - 1300 397 730
- for VIEW Club members - 1800 805 366
- for prospective employees – 1800 024 069

What to do if you have a query or complaint?

If you have a query or complaint about how we manage your personal information or would like to know more, please call us on 1800 024 069 or email privacy@thesmithfamily.com.au.

If you do make a complaint, The Smith Family will let you know that your complaint has been received, provide you with our contact details and advise you when we can provide a response to your complaint.

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More information



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Supporters

This page applies to you if you are a **supporter**.

A supporter is a person who donates money or goods, for example, a cash donation, a *Learning for Life* sponsor, a member or a community fundraiser. It also covers persons who we identify as potential or future supporters.

If you are a VIEW Club member or a volunteer please note that there is a separate section under 'More Information' relevant to you.

What information do we collect?

The kinds of personal information that we collect and hold about you may include:

- personal details, like name and date of birth;
- address and contact details;
- payment information about donations;
- information about any previous interactions you may have had with The Smith Family; and
- survey responses that will help us improve our processes and activities.

How do we collect information?

We collect personal information about you in the following ways:

- when you give it to us, for example, when you complete a donation form, an online form or talk to our representatives by phone;
- from other sources, for example by obtaining details for potential future supporters from like-minded organisations or by updating information with the assistance of other third party suppliers.

You can change or access these details at any time. However, if you do not wish to provide certain information requested by us this may limit our ability to manage your support, process your donation or other support and respond to your queries.

How do we use your information?

We use personal information that we collect about you for the following purposes:

- to manage your support;
- to process your donation;
- to respond to your comments and queries;
- to keep you up to date with initiatives that may interest you; and
- for research purposes to assist us to better understand and connect with our supporter base.

When do we disclose your information?

We may disclose personal information about you with contractors who perform tasks on our behalf; for example research agencies conducting research for us, tele-support services and mailing houses that send our appeal letters and student updates.