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## 1. Policy Statement

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Australian Wildlife Conservancy (**AWC**) respects and is committed to protecting the personal information entrusted to us in accordance with the Australian Privacy Principles in the Privacy Act 1988 (Cth) (the **Privacy Act**) and other laws which protect the privacy of individuals. This policy explains how AWC collects, uses, discloses and otherwise handles personal information relating to individuals, whether or not they are employees. It also explains how you can ask to access and correct the personal information we hold about you or complain about any suspected privacy breach. We will sometimes handle personal information relying on exemptions under these laws including the exemptions in the Privacy Act applicable to not-for-profit organisations and employee records. Any permitted handling under such exemptions will take precedence over this policy.

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## 2. Purpose & Application

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The purpose of this policy is to provide an outline of the sort of personal information that AWC holds and the way this information is handled

This policy is separated into sections relating to the various groups of individuals AWC comes into contact with and explains how AWC collects, uses, discloses and otherwise handles personal information. It also explains how you can ask to access and correct the personal information we hold about you, opt out of receiving information, or complain about any suspected privacy breach. Nothing in this policy limits any of our other obligations at law. These groups are:

- [Donor / Supporter](#)
- [Volunteer](#)
- [Prospective employee](#)
- [Employee](#)
- [Contractor / Consultant](#)
- [Director / Officer](#)
- [Website visitor](#)
- [Participants at our events](#)
- [Visitors to our sanctuaries](#)

Everyone who performs work at AWC, including Directors, employees, contractors, consultants, volunteers, interns, students, researchers and any other person contributing to, engaged with, or on behalf of AWC has an obligation to act in accordance with this policy and AWC's privacy obligations when coming into contact with another individual's personal information.

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## **3. Donors / Supporter**

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### **What information do we collect about you?**

AWC may collect the following information about you:

- Information such as name, address, contact details, communication preferences, date of birth, gender
- Bank account / credit card details
- Donation history
- Bequest pledge details
- Relationship to other donors
- Any personal information provided in forms and documents submitted to us
- Other information you choose to disclose through interactions with AWC

### **How do we collect your personal information?**

- From the information or contacts supplied by you to AWC
- In conversation and communication with you
- From third parties including employees, other supporters, or your representatives
- From publicly available sources of information (for eg through social media, internet or other ways)
- When we are required to do so by law
- From our own records of your association with AWC

### **What do we use your personal information for?**

- To distribute information about AWC including news and publications
- To process donations and issue tax deductible receipts
- To seek donations and encourage additional interaction with AWC eg: through future supporter events or volunteering
- To contact you
- To enable our third party service providers to provide us with IT products and services, carry out data processing, auditing, archiving, printing, delivery and mailing services
- We may also use personal information to provide ongoing promotional and educational materials and communications about our events, activities and fundraising initiatives by telephone, email, online or by other means (unless the individual “opts out” or we are subject to legal restrictions). An individual may “opt out” and choose not to receive ongoing promotional and educational materials and communications at any time (see clause 15)

- AWC does not disclose or sell personal information for use in mailing lists or databases and we do not disclose personal information to overseas recipients, marketing and communications agencies

AWC will only use and disclose this personal information for the purpose for which it was collected or obtained. However, personal information may also be used or disclosed for purposes related to the main purpose(s) for which the information was collected.

### **To whom does AWC disclose your personal information to?**

- AWC employees
- AWC contractors including print companies, mail houses, IT service providers and other contractors
- To our bank to process an authorised donation
- Third parties required by law
- Anyone else you authorise

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## **4. Volunteers**

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### **What information do we collect about you?**

- Information such as name, address, contact details, communication preferences, date of birth, gender
- Information on your skills, interests and experience
- Medical conditions or health information
- Bank account details (for reimbursements)
- Drivers licence details (if driving an AWC vehicle)
- Any personal information provided in forms and documents submitted to us
- Other information you choose to disclose through interactions with AWC

### **How do we collect your personal information?**

- From the information or contacts supplied by you to AWC
- In conversation and communication with you
- From third parties including employees, referees and other knowledgeable parties

### **What do we use your personal information for?**

- To assess a possibility of a match to volunteering activities with AWC
- To match you to suitable tasks and sanctuaries

- To process reimbursements / stipends
- To enable our third party service providers to provide us with IT products and services, carry out data processing, auditing, archiving, printing, delivery and mailing services
- We may also use personal information to provide ongoing promotional and educational materials and communications about our events, activities and fundraising initiatives by telephone, email, online or by other means (unless the individual “opts out” or we are subject to legal restrictions). An individual may “opt out” and choose not to receive ongoing promotional and educational materials and communications at any time (see clause 15)
- AWC does not disclose or sell personal information for use in mailing lists or databases and we do not disclose personal information to overseas recipients, marketing and communications agencies

AWC will only use and disclose this personal information for the purpose for which it was collected or obtained. However, personal information may also be used or disclosed for purposes related to the main purpose(s) for which the information was collected.

### **To whom does AWC disclose your personal information to?**

- AWC employees
- AWC contractors including print companies, mail houses, IT service providers and other contractors
- To our bank to process any reimbursements due
- Third parties required by law
- Anyone else you authorise

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## **5. Prospective Employees**

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### **What information do we collect about you?**

- Information such as name, address, contact details, communication preferences
- Information on your skills, qualifications, experience and employment
- Medical conditions or health information
- Any personal information provided in forms and documents submitted to us
- Police Clearance certificate / working with children check (if relevant)
- Evidence of legal right to work in Australia
- Other information you choose to disclose through interactions with AWC

### **How do we collect your personal information?**

- From the information or contacts supplied by you to AWC

- In conversation and communication with you
- From third parties including employees, referees, recruitment agencies or other parties where relevant to the recruitment assessment process

### **What do we use your personal information for?**

- To assess suitability for potential employment with AWC
- To enable our third party service providers to provide us with IT products and services, carry out data processing, auditing, archiving, printing, delivery and mailing services
- We may also use personal information to provide ongoing promotional and educational materials and communications about our events, activities and fundraising initiatives by telephone, email, online or by other means (unless the individual “opts out” or we are subject to legal restrictions). An individual may “opt out” and choose not to receive ongoing promotional and educational materials and communications at any time (see clause 15)
- AWC does not disclose or sell personal information for use in mailing lists or databases and we do not disclose personal information to overseas recipients, marketing and communications agencies

AWC will only use and disclose this personal information for the purpose for which it was collected or obtained. However, personal information may also be used or disclosed for purposes related to the main purpose(s) for which the information was collected.

### **To whom does AWC disclose your personal information to?**

- AWC employees
- Third parties required by law
- AWC contractors including print companies, mail houses, IT service providers and other contractors
- Anyone else you authorise eg - referees

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## **6. Employees**

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### **What information do we collect about you?**

- Information such as name, address, contact details, communication preferences, date of birth, gender
- Bank account, superannuation & taxation details
- Information on your skills, qualifications, experience and employment
- Medical conditions or health information
- Other information you choose to disclose through interactions with AWC
- Passport details, drivers licence, or other proof of ID documents

- any personal information provided in forms and documents submitted to us

## **How do we collect your personal information?**

- From the information or contacts supplied by you to AWC
- In conversation and communication with you

## **What do we use your personal information for?**

- Payroll purposes
- Professional development & coaching
- Safety purposes
- Procurement processes
- To enable our third party service providers to provide us with IT products and services, carry out data processing, auditing, archiving, printing, delivery and mailing services

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## **To whom does AWC disclose your personal information to?**

- AWC employees
- Third parties required by law
- AWC contractors including print companies, mail houses, IT service providers and other contractors
- Anyone else you authorise

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## **7. Contractor / Consultant**

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### **What information do we collect about you?**

- Information such as name, address, contact details, communication preferences
- Information on your skills, qualifications, and experience
- Medical conditions or health information
- Bank account details
- Any personal information provided in forms and documents submitted to us
- Evidence of legal right to work in Australia
- Insurance currency certificates
- Other information you choose to disclose through interactions with AWC

## **How do we collect your personal information?**

- From the information or contacts supplied by you to AWC
- In conversation and communication with you
- From third parties including employees, referees, or other parties where relevant

## **What do we use your personal information for?**

- To assess suitability for potential engagement with AWC
- Process invoices
- To enable our third party service providers to provide us with IT products and services, carry out data processing, auditing, archiving, printing, delivery and mailing services
- We may also invite you to receive information about AWC activities

AWC will only use and disclose this personal information for the purpose for which it was collected or obtained. However, personal information may also be used or disclosed for purposes related to the main purpose(s) for which the information was collected.

## **To whom does AWC disclose your personal information to?**

- AWC employees
- Third parties required by law
- AWC contractors including print companies, mail houses, IT service providers and other contractors
- Anyone else you authorise eg - referees

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## **8. Directors / Officers (Current & Prospective)**

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### **What information do we collect about you?**

- Information such as name, address, contact details, communication preferences, date & place of birth
- Other business and personal information
- Other information you choose to disclose through interactions with AWC

### **How do we collect your personal information?**

- From the information or contacts supplied by you to AWC
- In conversation and communication with you

### **What do we use your personal information for?**

- For compliance with corporate & charity legislation and regulations

- To convene Board meetings
- To manage AWC's activities
- To enable our third party service providers to provide us with IT products and services, carry out data processing, auditing, archiving, printing, delivery and mailing services
- For insurance purposes

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### **To whom does AWC disclose your personal information to?**

- To company regulators
- AWC employees
- Third parties required by law
- AWC contractors including print companies, mail houses, IT service providers and other contractors
- Anyone else you authorise eg – referees

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## **9. Website visitor**

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### **What information do we collect about you?**

- Date and time of visit
- IP address
- Pages accessed
- Browser details
- Personal information when provided

### **How do we collect your personal information?**

- Through cookies (small text files stored by a browser on your computer or device)
- From the information or contacts supplied by you to AWC

### **What do we use your personal information for?**

- Statistical purposes
- Delivery of relevant web content
- To enable our third party service providers to provide us with IT products and services, carry out data processing, auditing, archiving, printing, delivery and mailing services



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### **To whom does AWC disclose your personal information to?**

- AWC employees
- AWC contractors including print companies, mail houses, IT service providers and other contractors

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## **10. Participants at our events**

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### **What information do we collect about you?**

- Information such as name, address, contact details
- Medical conditions or health information (depending on the event)
- Emergency contact information
- Travel itinerary and vehicle information
- Photos of your visit
- Any personal information provided in forms and documents submitted to us
- Bank account / credit card details (if relevant)
- Other information you choose to disclose through interactions with AWC

### **How do we collect your personal information?**

- From the information or contacts supplied by you to AWC
- In conversation and communication with you
- If part of a group, from the group representative

### **What do we use your personal information for?**

- To manage the events
- Event safety
- Process any fees payable
- To enable our third party service providers to provide us with IT products and services, carry out data processing, auditing, archiving, printing, delivery and mailing services
- We may also use personal information to provide ongoing promotional and educational materials and communications about our events, activities and fundraising initiatives by telephone, email, online or by other means (unless the individual “opts out” or we are subject to legal restrictions). An individual may “opt

out” and choose not to receive ongoing promotional and educational materials and communications at any time (see clause 15)

- AWC does not disclose or sell personal information for use in mailing lists or databases and we do not disclose personal information to overseas recipients, marketing and communications agencies

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### **To whom does AWC disclose your personal information to?**

- AWC employees
- To our bank to process any payments due
- AWC contractors including print companies, mail houses, IT service providers and other contractors
- To medical practitioners or local authorities in an emergency, you require aid or for an issue that has caused concern
- Third parties required by law
- Anyone else you authorise

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## **11. Visitors to our sanctuaries**

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### **What information do we collect about you?**

- Information such as name, address, contact details
- Emergency contact information
- Medical conditions or health information
- Travel itinerary and vehicle information
- Bank account / credit card details (if fees are payable)
- Photos of your visit
- any personal information provided in forms and documents submitted to us
- Other information you choose to disclose through interactions with AWC

### **How do we collect your personal information?**

- From the information or contacts supplied by you to AWC
- In conversation and communication with you
- If part of a group, from the group representative

## **What do we use your personal information for?**

- To manage bookings
- Visitor safety
- Process any fees payable
- We may also use personal information to provide ongoing promotional and educational materials and communications about our events, activities and fundraising initiatives by telephone, email, online or by other means (unless the individual “opts out” or we are subject to legal restrictions). An individual may “opt out” and choose not to receive ongoing promotional and educational materials and communications at any time (see clause 15)
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- To medical practitioners or local authorities in an emergency, you require aid or for an issue that has caused concern

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## **12. Collection of Personal Information**

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### **Unsolicited personal information**

Where AWC receives unsolicited personal information, it will assess in a reasonable time whether it could have collected the information as described above. If yes, AWC will comply with this policy in relation to that personal information. If not, AWC will destroy or de-identify the personal information as soon as reasonably practical if lawful and reasonable to do so.

## **Sensitive information and health information**

“Sensitive information” means personal information about an individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practice or criminal record. Sensitive information also includes “health information” about an individual and some genetic information.

“Health information” means personal information about the health or disability (at any time) of an individual; an individual’s expressed wishes about the future provision of health services to him or her; or a health service provided, or to be provided, to an individual. Health information also includes genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.

AWC only collects sensitive information, including health information, from a person:

- with the consent of that person and where the information is necessary for one or more of our functions or activities;
- where the information relates to the activities of the AWC and also relates solely to the individuals who have regular contact with AWC in connection with its activities; or
- where we are otherwise authorised by law to collect such information without the person’s consent.

Sensitive information is otherwise treated in the same manner as personal information under this policy.

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## **13. Anonymity & Pseudonymity**

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Individuals have the option of not identifying themselves, or of using a pseudonym, when dealing with AWC in relation to a particular matter.

This does not apply if, in relation to that matter:

- AWC is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves; or
- It is impractical for AWC to deal with individuals who have not identified themselves or who have used a pseudonym.

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## **14. Storage and security of personal information**

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AWC handles personal information electronically and in hard copy form. In either case, we take reasonable steps to protect against misuse, interference and loss of that personal information as well as unauthorised access, modification or disclosure. AWC will only keep personal information on file for as long as necessary to fulfil its business needs or legal

requirements. When AWC no longer requires the personal information, it will take reasonable steps to destroy or permanently de-identify personal information.

If you become aware of any security breach, please contact the Privacy Officer as soon as possible on the number noted in clause 18.

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### **15. Opting Out**

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By providing us with your contact details, your consent to receive communications and direct educational material will remain current until you advise us otherwise. However, you can opt out at any time through the following channels:

- By Mail – Australian Wildlife Conservancy – PO Box 8070, Subiaco East, WA, 6008
- By Email - [info@australianwildlife.org](mailto:info@australianwildlife.org)
- By telephone – +61 08 9380 9633
- Through the unsubscribe function on AWC email subscriptions

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### **16. Quality of Personal Information**

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AWC takes reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. However, the accuracy of that information depends to a large extent on the information you provide.

We recommend that you:

- let us know if there are any errors in your personal information; and,
- keep us up to date with changes to your information

To make any corrections send updates in writing to the HR Manager based at head office at the address noted in clause 15.

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### **17. Access to Personal Information**

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You are able to access your personal information that we hold, with some exceptions as allowed by law. To obtain a copy of your personal information, send a written request to the HR Manager (address noted in clause 15), requesting the information and we will provide it to you. If we refuse your request, or if we refuse to give you access in the manner you requested, AWC's policy is to provide you with written confirmation of the reasons for our refusal and the available complaint process.

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### 18. Complaints

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If you have a complaint about how AWC has collected, stored or used your personal information, please contact AWC's head office, via email - [privacy@australianwildlife.org](mailto:privacy@australianwildlife.org). We will endeavour to deal with your complaint and take any steps necessary to respond to the matter within 10 business days. All complaints will be handled impartially.

If your complaint is unable to be responded to within 10 business days, AWC will advise you in writing including letting you know when we expect to provide our response.

If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner following the complaints guidelines on the website [www.oaic.gov.au](http://www.oaic.gov.au).

Please contact AWC if you have any queries about the personal information that AWC holds about you or the way we use or disclose that personal information. Our contact details are set out below.

Australian Wildlife Conservancy  
Contact: André van Boheemen, Privacy Officer  
Ph: 08 9380 9633 / Email: [privacy@australianwildlife.org](mailto:privacy@australianwildlife.org)  
Address: PO Box 8070, Subiaco East, WA, 6008