

# Privacy Policy

General



## 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?

Personal information is any information that can identify a person.

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

- students and families;
- other program participants;
- supporters;
- volunteers;
- 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.

To help prevent online fraud, we also use an offshore service provider in the United States to process some limited supporter personal information in order to

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strengthen our systems – see **More Information – Supporters**.

When we engage service providers we ascertain if they are also subject to or will act consistently with 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.

## 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](mailto:privacy@thesmithfamily.com.au) or, for VIEW Club members only, [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au)

or by calling:

- for students and families and other participants - 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](mailto: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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## Volunteers

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

A volunteer is a person who donates their time to The Smith Family whether for a single event (eg Toy and Book appeal) or on a regular, on-going basis (through programs such as our Learning Clubs, student2student etc).

### 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, contact and emergency contact details;
- referee names and contact details;
- screening results;
- information we are required to collect by law, such as criminal history details and working with children credentials under child protection legislation applicable in the relevant State or Territory;
- career history, education and qualification details;
- 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.

Any information that is made known to The Smith Family through our screening process will remain strictly confidential.

### How do we collect information?

We collect personal information about you in the following ways:

- when you register to become a volunteer;
- when you attend an interview;
- when you fill in relevant screening paperwork.

We may collect personal information about you from a third party, for example in relation to a police or criminal history check, or a working with children check.

It is up to you how much information you would like to provide to The Smith Family, and 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 progress your application to engage with us as a volunteer.

### How do we use your information?

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

- to assess your suitability to be a volunteer;
- to communicate with you about and manage your involvement with us;
- to conduct screening for volunteering purposes;
- for research purposes; and
- to keep you up to date with our initiatives that we think may interest you.

### When do we disclose your information?

We may share personal information about you with:

- screening agencies;
- schools that are involved with the volunteering activity/program; and
- contractors who perform tasks on our behalf (for example mailing houses that send out our newsletters).

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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, a community fundraiser or a funder of The Connection or another program. 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 updating information from public sources 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 and manage communications on our behalf; for example research agencies conducting research for us, tele-support services and mailing houses that send our appeal letters, student updates, and other program updates.

When you make a donation through our website, payments are processed on a third party payment platform. To minimise online fraud and abuse another service provider (located in the United States) is engaged and may use and process a limited amount of personal information to help us operate securely and efficiently. That service provider may use and process a limited amount of your personal information in accordance with applicable privacy and data protection laws in the offshore location (US). If you require more information about their privacy policy please contact us.

### Payment card processing

We take all reasonable steps to ensure we have safe systems, processes, and training in place to protect your personal information, including using secure response forms when we ask for your personal information and payment card details on our website and by complying with the **Payment Card Industry Data Security Standard (PCI DSS)** to ensure all supporter credit card information is securely transmitted, processed and stored.

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## Students and families

This page applies to you if you are a **student** or a **family member** of a person receiving our support.

You may receive our support or assistance through one of our programs directly or be a family member (e.g. parent or guardian) of a student that receives such support. This assistance includes: *Learning for Life* scholarships, *Learning Clubs* support, financial and other skills training and Christmas hampers or toys.

### 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;
- details about your family situation and children in your care;
- sensitive information, e.g. about your health or cultural background (where relevant, such as to determine eligibility for some programs);
- information that will help us support you and your child; and
- information that will help us to understand how helpful our programs are for your child and the value of the programs generally.

### How do we collect information?

We collect personal information about you in the following ways:

- when you meet with your Smith Family worker; and
- when you fill in an application form or on-line registration form.

Sometimes we may collect information from your child.

We may also collect information (including sensitive information) about your child from other sources, for example, your school, the relevant State or Territory education department or other organisations or agencies that have information about your child, if it is not reasonable or practical to get it directly from you.

We will always get your consent to collect your sensitive information, such as information about your health or ethnic origin.

### Age of consent

If consent is required and the information is about a child under 18 years of age who is not living independently, we will usually obtain the consent of a parent or guardian.

From time to time, if we are collecting information about a child over the age of 15, we will seek their written consent directly if the child appears to understand what it means to give consent.

### How do we use your information?

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

- to assess which services and programs may best suit a student's needs;
- to provide and manage those services and programs to support a student;
- to know how well we have supported a student; and
- to plan for future activities.

### When do we disclose your information?

We may share personal information about you with:

- researchers or others working directly with us to deliver our programs; and
- your school, the relevant State or Territory education department or other community and government agencies.

We may share this information, for example, if we are:

- using researchers or others to contact or communicate with you on our behalf; or
- asking schools or other agencies to provide us with additional information about your child.

We may share your personal information with researchers who are helping us to support you and your child or to understand how helpful our programs are for your child or more generally. In these instances, we will always remove information that may identify you and your child.

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## VIEW Club members

This page applies to you if you are a member of VIEW Clubs of Australia.

### 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; and
- payment information for membership and donations.

### How do we collect information?

The main way we collect your personal information is when you give it to us, for example, when you complete a membership or donation form.

It is up to you how much information you would like to provide in your support of VIEW Clubs of Australia and The Smith Family, and 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 membership or donations 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 contributions, participation and support;
- process your donations and membership;
- to keep you up to date with information about any initiatives of VIEW Clubs of Australia and The Smith Family that we think may interest you; and
- to respond to your comments and queries.

Your personal information is only used by VIEW Clubs of Australia and VIEW National Office for these limited purposes.

### When do we disclose your information?

We may share personal information about you with service providers or others working directly on behalf of VIEW Clubs of Australia or The Smith Family in connection with VIEW Club activities (for example, mailing houses or agencies that help us organise VIEW National Convention).

We will not share personal information about you with any guest speaker, fundraiser, product seller, media

outlet or other person, even if their stated purpose is to raise money for The Smith Family.

Personal information about certain officeholders will also be shared as follows:

- three committee positions for each Club are published annually - President, Delegate and Secretary (the 'PDS' list). A copy of the PDS list is given to the National and Zone Councillors each year, with relevant pages issued to each Club. These lists will not be released for circulation or copying, other than to VIEW Club members and The Smith Family staff where it is reasonably necessary for their functions and activities.
- VIEW National Councillor name and contact details are published on The Smith Family website. Club contact details (for example, Club Secretary email and phone number) are published on the VIEW website at [www.view.org.au](http://www.view.org.au).

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## Prospective employees

This page applies to you if you are a **prospective employee**.

A prospective employee is a person who has applied for a position, whether in writing or verbally, and until such time as you become an employee with us or in circumstances where your application is unsuccessful or does not proceed.

### 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;
- employment history, education and qualification details;
- referee names and contact details;
- screening results;
- information we are required to collect by law, such as criminal history details and working with children credentials under child protection legislation applicable in the relevant State or Territory;
- career history, education and qualification details; and
- information about any previous interactions you may have had with The Smith Family.

Any information that is made known to The Smith Family through our screening process will remain strictly confidential.

### How do we collect information?

We collect personal information about you in the following ways:

- when you make an application for a role, for example when you send us your resume;
- when you attend an interview;
- when we conduct reference checks; and
- when you fill in relevant screening paperwork.

We may collect personal information about you from a third party, for example from a recruitment agency or in relation to a police or criminal history check, or a working with children check.

You can change or access these personal details at any time. However, if you do not wish to provide certain information requested by us this may limit our ability to progress your application for employment.

## How do we use your information?

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

- to assess your application for employment;
- to communicate with you; and
- to conduct screening for employment purposes.

## When do we disclose your information?

We may share personal information about you with screening and recruitment agencies authorised to act for you in connection with your employment application.

## What happens if I become an employee?

Once you become an employee your personal information will be handled consistent with our People and Culture Privacy Policy.

Details of the specific procedures relevant to how employee information is collected, used and handled is set out in that Policy, which is available to employees and prospective employees on request.

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## The Connection participants

This page applies to you if you are an educator participant of The Connection, a program of The Smith Family designed to support school leadership teams.

### What information do we collect?

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

- personal details, like name, gender and date of birth;
- address and contact details;
- your organisation and position title;
- education and qualification details;
- health information and ethnic and cultural background; and
- any previous interactions you may have had with The Connection or The Smith Family.

### How do we collect information?

We collect personal information about you in the following ways:

- when you make an application for our program;
- when you use The Connection platform;
- when you make an inquiry on our website;
- when provide feedback or complete a survey or a questionnaire.

We may also collect personal information about you from other sources, for example from publicly available records, databases, or social media. However, where possible, personal information is collected directly from you and with your consent at the time of your interaction with us.

### How do we use your information?

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

- tailor the services and networking opportunities that we provide to you;
- understand how well we have supported you; and
- plan and improve our programs.

### When do we disclose your information?

We may share personal information about you with:

- other Connection participants across our network, which includes connecting through The Connection platform;

- partner organisations overseas for the purpose of collaboration and shared learning;
- third parties we have appointed for the purpose of customer relationship management and to manage our mailing list;
- researchers or others working with or supporting our program, such as funders. We remove information that may identify you if those working with us do not need to know that information.

We do not disclose your personal information to persons located overseas without telling you first. If we do so we will take reasonable steps to ensure that your personal information will remain protected.