

Policy Name	Website Privacy policy
Policy Number:	MC-POL-006
Last Review Date:	July 2019
Next Review Date:	July 2020
Version	1.0
Responsible S-MT:	MarComs

## Purpose

This policy explains why, when and how the *Organisation* gathers *personal data*. It also provides information on how the *Organisation* stores, maintains and uses that data.

## Policy statement

### General

The *Organisation* will ensure staff have access to the policy. The definitions at the end of this policy must be read to support understanding. Where definitions are required, the word/s will be in *italics*.

*Personal data* is collected when people:

- subscribe to receive emails;
- visit the *Organisation's* website;
- complete forms for employment in relation to the recruitment and selection process; or
- complete a feedback form.

This data helps us get a better understanding of how people are using the *Organisation's* website and services, so it can continue to provide the best possible experience. Some of this information is collected using *cookies* and similar tracking technologies. The *Organisation* does not use *cookies* to store *personal data*, or to disclose information to *third parties*.

The *Organisation* may also collect data when people:

- communicate with the *Organisation* directly via email, telephone or mail;
- apply for employment; or
- nominate a referee for employment checks.

### Purpose of data collection

The *Organisation* uses data collected to engage with *stakeholders*. This may include the following:

- to provide you with information as requested;
- to inform you about changes to the *Organisation's* website and services;
- to market communications in accordance with your preferences;
- to ask for feedback to:
  - enhance the *Organisation's* website and services;
  - target audiences through the *Organisation's* own website or through *third party* websites and their platforms; and
  - collect statistics so that the *Organisation* may use *anonymised data* to produce reports and analytics.

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### Storage of personal data

The *Organisation* may store *personal data* in electronic or hard copy. Data sent electronically will be retained in the *Organisation's* computer systems and databases. This includes computer software programs, internet servers and hosted internet solutions provided by *third parties*.

The list of hosted internet solutions provided by *third parties* is documented in Appendix 1.

Hard copies are destroyed once they have been transferred to our electronic files.

The *Organisation* will only hold information:

- whilst an account is active;
- for the amount of time needed to provide a requested service; or
- for the amount of time needed to resolve a support related issue.

The *Organisation* may also retain information for a longer period of time to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or to enforce our terms and conditions.

### Keeping personal data safe

The *Organisation* understands the importance of protecting *personal data* and secures the information to prevent unauthorised access or disclosure.

### Unsubscribing or removing personal data

You can unsubscribe from receiving emails at any time. To unsubscribe, use the link provided at the bottom of an email sent and follow the prompts. This will stop any emails being received. It will not remove the details provided to the *Organisation* from our systems. To remove personal data from the *Organisation's* systems, please contact [marketing@onetree.org.au](mailto:marketing@onetree.org.au) and request for personal details to be deleted.

### Sharing of personal data

The *Organisation* does not sell any *personal data*. *Personal data* may be available to any of the following:

- authorised staff within the *Organisation*. This may include human resources and IT systems administrators; and
- subcontractors and other *third parties* with whom we engaged to provide services for the *Organisation* (i.e. marketing).

Subcontractors are obliged to observe the confidential nature of such information and are prohibited from using any or all of this information other than for the purpose for which it was provided.

### Reviewing and restricting personal data

You may access your own *personal data* held by the *Organisation* by making a request in writing to: [marketing@onetree.org.au](mailto:marketing@onetree.org.au)

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The *Organisation* will redact any data that includes information related to another party and provide as requested.

The *Organisation* will only provide data belonging to the person concerned.

If updates or amendments to *personal data* are required, please contact the *Organisation* and we will make the requested changes. The *Organisation* retains the right to verify the authenticity of the request.

### Feedback and complaints

Please contact the *Organisation* at [customerservice@onetree.org.au](mailto:customerservice@onetree.org.au) if you believe the *Organisation* has breached your privacy rights, or if you would like to discuss any aspect of our website privacy policy.

### Reporting requirements

Refer to **QM-POL-005 Governance and Management Policy**

### Legislation compliance

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Australian Copyright Act 1968

Privacy Act 1988

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### Definitions

**Anonymised data** is data whereby the person cannot be identified by the recipient of the information.

**Cookies** are small text files that websites place on computers and mobile devices aiming to enhance and simplify online visits. Cookies can be erased from your computer or mobile device using your browser. For instructions on how to handle and delete cookies please look under "Help" in the browser.

**Organisation** is One Tree Community Services Inc.

**Personal data** refers to any data collected that identifies a person, such as names, addresses, telephone numbers, comments or support queries.

**Stakeholder** refers to everyone with an interest (or "stake") in what the *Organisation* does. That includes employees, subcontractors and customers, as well as members of a community where the *Organisation* provides its services.

**Third party** is an individual or an organisation which may be indirectly involved but is not a principal party to an arrangement, contract or transaction.

## Appendix 1

List of internet solutions provided by third parties

Service	Name	Link to the service website	Link to the Service Privacy Policy
Email Marketing Provider	Mailchimp	<a href="https://mailchimp.com/">https://mailchimp.com/</a>	<a href="https://mailchimp.com/legal/">https://mailchimp.com/legal/</a>
Email Marketing Provider	ConvertKit	<a href="https://convertkit.com">https://convertkit.com</a>	<a href="https://convertkit.com/privacy">https://convertkit.com/privacy</a>
Quiz Maker	Typeform	<a href="https://www.typeform.com/">https://www.typeform.com/</a>	<a href="https://admin.typeform.com/to/dwk6gt">https://admin.typeform.com/to/dwk6gt</a>
Quiz Maker	Survey Monkey	<a href="https://www.surveymonkey.com/">https://www.surveymonkey.com/</a>	<a href="https://www.surveymonkey.com/mp/legal/privacy-policy/">https://www.surveymonkey.com/mp/legal/privacy-policy/</a>
Recruitment Software	JobAdder	<a href="https://jobadder.com/au">https://jobadder.com/au</a>	<a href="https://jobadder.com/privacy">https://jobadder.com/privacy</a>