Policy

Policy Name:	Website Privacy Policy
Policy Number:	MC-POL-006
Scheduled Review Date:	September 2029
Version:	3.0
Responsible S-MT:	Stakeholder Engagement, Events and Design (SEED)

one tree community services

Purpose

This policy:

i. outlines how *personal data* obtained through the *Organisation's websites* is collected, used, disclosed, and protected.

ii. provides a transparent overview of why, when, and how *personal data* is gathered;

iii. informs *Users* of their *personal data* rights; and

iv. refers to *websites* hosted under the onetree.org.au *domain*, including any *subdomains*.

Policy statement

General

1. The *Organisation* ensures *Users* have access to this policy. Where definitions are required to support understanding, the words are in *italics*.
2. *Personal data* is collected when *Users*:
   a) visit the *Organisation*'s *Websites*;
   b) subscribe to receive emails;
   c) submit forms for employment in relation to recruitment or induction;
   d) submit forms for volunteer and student registration;
   e) submit forms to join a Parent Advisory Group; or
   f) submit feedback, contact or request forms.
3. *Personal data* is used to help the *Organisation*:
   a) email marketing communications to *Subscribers*;
   b) contact *Users* regarding their form submission;
   c) request feedback on the *Websites*;
   d) target audiences through third-party websites and their platforms (i.e. Meta); and
   e) collate statistics alongside *Anonymised Data* to produce reports and analytics.
4. Information may be collected using *Cookies* and other tracking technologies. The *Organisation* uses *Cookies* to store *personal data*, via a web analytics service that allows the *Organisation* to view and analyse information.

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5. Users manage *Cookies* and plug ins consent through their own browser settings but must be aware that by using the *Organisation's* website it is acknowledged personal information may be disclosed to and processed by third party providers that the *Organisation* uses for analytics and database storage. These may be located outside Australia and may not have equivalent laws to Australia.
6. *Personal data* may be collected when people communicate with the *Organisation* directly via email, telephone or mail. Data that is collected outside of the *Websites* is only stored and accessed by the *Organisation* for the purposes intended.
7. *Users* of the *Organisation's* website must comply with **MC-FOR-011 Website Terms and Conditions,** which outlines the conditions governing access to and use of the website.

Sharing of personal data

8. The *Organisation* does not sell, rent or trade any *personal data*.
9. *Personal data* may be available to any of the following:
    a) *authorised* staff within the *Organisation*. This may include website administrators, Stakeholder Engagement, Events and Design (SEED) team members (marketing), human resources and IT systems administrators; and
    b) subcontractors and other *third parties* with whom we engaged to provide services for the
    c) *Organisation* (i.e. web development services).
10. 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.

Storage and security of personal information

11. The *Organisation* takes all reasonable steps to ensure the security of our system to protect *personal data* from misuse, interference and loss, as well as unauthorised access, modification or disclosure in accordance with Australian privacy laws.
12. The *Organisation* ensures all reasonable steps are taken for safeguarding *personal data* through *third party* providers, including performing due diligence, applying contractual safeguards and ongoing monitoring.
13. The *Organisation* may store *personal data* in electronic or hard copy. Data sent electronically will be retained in the *Organisation*'s systems and databases. This includes software programs, cloud-based servers and hosted solutions provided by *Third Parties.*
14. The list of hosted solutions provided by *Third Parties* is documented in **Appendix 1.**
15. The *Organisation* will only hold personal information:

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a) while a *subscriber* is active;

b) for the amount of time needed to provide a requested service; or

c) for the amount of time needed to resolve a support-related issue.

16. 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.

17. If a *Subscriber* becomes inactive (no interaction with One Tree for more than 12 months), then the *Organisation* will delete the *Subscriber's* personal information from its systems – see **Appendix 1**.

Personal information access or changes

18. *Subscribers* can unsubscribe from receiving emails at any time. To unsubscribe, a link is provided at the bottom of emails sent with prompts which describe the process to unsubscribe. This will stop any unwanted emails being received. It will not remove the details provided to the *Organisation* from our systems.

19. To request access or changes to, or the deletion of, *personal data* from the *Organisation*'s systems, *Users* and *Subscribers* must email information@onetree.org.auwith the requirements of the request.

20. Information containing the *personal data* of other parties is redacted by the *Organisation* before supplying the data in response to a request.

21. The *Organisation* retains the right to verify the authenticity of any requests it receives for *personal data*.

Feedback and complaints

22. Please contact the *Organisation* at customerservice@onetree.org.au if you believe the *Organisation* has breached your privacy rights, or if you would like to discuss any aspect of this policy.

Legislation compliance

Refer to **QM-SS-001 Legislation and Regulation Register**

Reporting requirements

Refer to **QM-FOR-014 Organisational Chart**.

Related policies, procedures and other documents

MC-FOR-011 Website Terms and Conditions

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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.

Domain: The unique, text-based address for a website. In the context of these terms and conditions, this refers to onetree.org.au.

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.

Subdomain: An optional prefix added before the unique, text-based address for a website. In the context of these Terms and Conditions, this refers to dcu.onetree.org.au and reyll.onetree.org.au.

Subscribers are any individuals who have opted in to receive marketing communications via email.

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

Users are any individuals accessing or using the websites.

Websites are a collection of interlinked web pages. In the context of this policy, this refers to onetree.org.au, dcu.onetree.org.au and reyll.onetree.org.au.

Version History

Version	Submitted by	Change Date	Approver	Approval Date	Description
1.0	Marcoms	10/08/2020	QMT	19/12/2019	First major version
2.0	Jacque Shaw/ Marcoms	10/08/20	Irina Cattalini (for QMT)	15/12/20	Minor changes (e.g. third person grammar) As requested
2.0	Jacque Shaw/ Marcoms	19/07/2023	Karri Hillier	19/07/2023	Reviewed and no changes required.
3.0	SEED SMT	24/09/26	Karri Hillier	24/09/26	Scheduled review of policy. New terms and conditions form developed. Review coincides with launch of new website.

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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 and Customer Relationship Management platform	Zoho	https://www.zoho.com/	https://www.zoho.com/privacy.html
Childcare management software	Xap	https://www.xap.net.au/	https://www.xap.net.au/privacy-policy/
Childcare management software	EnrolNow	https://www.enrolnow.com.au/	https://www.enrolnow.com.au/wp-content/uploads/2023/04/EnrolNow-PrivacyPolicy.pdf
Booking management software	SpacetoCo	https://www.spacetoco.com/	https://support.spacetoco.com/spacetoco-privacy-policy
Quiz Maker	Survey Monkey	https://www.surveymonkey.com/	https://www.surveymonkey.com/mp/legal/privacy/
Recruitment Software	JobAdder	https://jobadder.com/au	https://jobadder.com/privacy

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