

## Introduction

Grow Hope Foundation Inc. (**Grow Hope**) is a registered charity and not-for-profit, established in 2015, and providing educational programs and learning experiences designed to improve education and employment opportunities for young Indigenous people.

As an entity that collects and handles personal information about our volunteers, employees, and members of the public, we are bound by the Australian Privacy Principles (**APPs**) which are set out in the *Privacy Act 1988* (**Privacy Act**). The APPs regulate the way many companies collect, use, hold and disclose personal information.

This privacy policy deals with how we at Grow Hope deal with your personal information, including:

- How we collect and store your personal information,
- What personal information we collect regarding you and your business,
- How you can access any personal information we hold about you,
- When and how we will disclose any personal information, and
- Ensuring the quality and accuracy of personal information.

Our practices and internal policies are consistent with this privacy policy. In any third-party contracts we enter into, there is a duty to maintain personal information following this privacy policy and in a manner consistent with the Privacy Act.

From time to time, we will update this privacy policy. If we do so, we will update the version number. Any changes to this privacy policy will be consistent with our legal obligations.

## How and when we collect your personal information

For customers and potential customers and members of the public that we deal with, we aim to only collect information that is necessary to support the Grow Hope vision.

There are several ways we may collect information about you. These are listed below.

### When you register to support Grow Hope

We may collect information from you when you enter in your details to register or enquire about being a part of Grow Hope Foundation. Typically, this information will include:

- your name and your business name,
- your contact details including your email address, your postal address, telephone number and address,
- other relevant details we may need to support the Grow Hope vision.

### When you call us

You may provide us with a variety of personal information including your name, date of birth, your email address, and your postal address. You may choose to call us anonymously and if we can answer your question or take feedback without needing to know who you are, we will happily do so wherever possible.

### When you visit our website

You are free to visit our website without identifying yourself, however you may leave a trace in the form of your IP address, which we will be able to see. Unless we combine the IP address with other identifying information, it will not be personal information. If you submit an enquiry on our website, we will collect your personal information which will typically include your full name, phone number, email address, company name, and postal address.

### **From a third party**

We may collect information about you from a third party, including a contractor, agent, or other parties such as government agencies, communities and education providers.

## **Types of information we collect**

We may collect and hold personal information about you or your business. Personal information is the kind of information that can identify you, which includes details such as name, address, date of birth, age, contact details like phone numbers and email addresses, as well as electronic information from your use of our website.

## **How we use the personal information we collect**

We will use personal information only for the purpose it was collected, and/or for one of the reasons stipulated below.

- to respond to any queries, complaints or other matters raised by you or on your behalf (for example, by your authorised agent),
- to comply with our legal and regulatory obligations,
- to administer our website and ensure continuous improvement of our website,
- to undertake research and development work as part of the Grow Hope vision.

## **When we may disclose personal information**

We may disclose your personal information to any third party that is consistent with the Grow Hope vision.

### **Other third parties**

Where you have given your consent for us to do so, we may disclose information to third parties such as your representatives, carers or advisors.

### **International disclosure**

We use IT infrastructure that is based or involves hosting in countries other than Australia. Where we have a relationship with such providers, we ensure that we complete a privacy due diligence on their own practices and procedures to ensure that they are of a high quality.

### **Third party websites**

Our website may contain links to third party websites for users' convenience and information. Users should be aware that when they access a third-party website, we are not responsible for the privacy practices or policies of that third party and will not be liable for any use or disclosure of your personal information by any third party to whom your information is sent. We suggest that you review the privacy policy of each website you visit.

## **How we keep your information secure**

Any information we collect about you will be kept securely by us unless an event beyond our control disrupts the measures we have in place. We use up-to-date security, firewall, anti-virus and encryption software to ensure the security of the data we keep. We have procedures in place with regards to staff access to personal information and ensure that only those staff who need to know have access to your information.

## **Accessing, updating, and correcting your information**

You can request access to the personal information that we hold about you by contacting us. We will endeavour to provide a written response to you within five business days. If any changes are required, we take reasonable steps to correct the information so that it is accurate, complete, and up to date.

## How to ask a question or lodge a complaint

If you are concerned about how we have dealt with your personal information you should first contact us. We will endeavour to send you a written response within five business days. Your complaint will be managed by our privacy officer who will review it and provide you with a response as soon as possible.

If you are not satisfied with the way we have dealt with your complaint, you may then complain to the Office of the Australian Information Commissioner:

**Tom Purcell**

Privacy Officer

Grow Hope Foundation Inc.

[admin@growhope.org.au](mailto:admin@growhope.org.au)

**Office of the Australian Information Commissioner**

GPO Box 5218 Sydney NSW 2001

Phone: 1300 363 992

[www.privacy.gov.au](http://www.privacy.gov.au)

