

Privacy Policy

Foundation #1 Limited (ABN 12 621 755 468) respects your privacy and is committed to protecting your personal information as demonstrated in our Privacy Policy which tells you how we handle your personal information in accordance with the requirements of the Australian Privacy Principles under the *Privacy Act 1988* (Cth).

This Privacy Policy contains information about how:

- we collect and handle your personal information;
- we use and disclose your personal information;
- we store and keep secure your personal information;
- we use cookies and web-tracking tools; and
- you can raise questions or complaints.

We collect personal information for the purpose of performing our work and delivering our services. By electing to use our services, you consent to us using your personal information in a manner consistent with this Privacy Policy, including monitoring your use of our website, mobile applications and direct marketing activities.

This Privacy Policy applies to personal information which may be collected from the following:

- people, their families and their representatives who are making enquiries, applications or receiving a grant or service from us;
- our employees, volunteers, business partners, suppliers and contractors; and
- those making donations.

1. The information we collect

We only collect information to the extent it is reasonably necessary in connection with our service offerings and may include:

- **Personal details:** information that you provide to us such as personal identification, address, contact information including your email address and phone number;
- **Financial Information:** financial information related to means tested grants, payment details including your credit card or direct debit account details;
- **Application information** - validation of skills and regulatory approval for volunteers and those assisting us provide our services, health and wellbeing information, lifestyle information and other information that enables us to assess grants and provide our services; and

- **Website Usage Details** – such as information about how you use our services, your preferences, browser type, operating system, Internet Protocol (IP) address, domain name and date/time stamp for your visit.

If you choose not to provide us with certain personal information, you acknowledge that this may prevent us providing a service or grant to you or fully investigate or respond to your comments, enquiries or complaints.

2. Why we collect personal information

We collect your personal information for a variety of reasons, including so that we can:

- provide services to you;
- respond to you and communicate with you;
- assess applications for our grants and services;
- to verify your identity;
- offer grants and services that meet the needs of the applicants;
- accept donations by processing payment information;
- communicate with donors and grant applicants;
- make arrangements with suppliers;
- ensure people involved in providing services authorised if required;
- review our performance, gain feedback and statistical information; and
- collection information where we are legally authorised or required to do so.

3. How we collect your personal information

Our preference is to collect personal information directly from you, unless it is unreasonable or impracticable for us to do so.

Information will generally be collected in the course of dealing with you, including:

- directly from you, such as when you apply for or use our services, contact us to make a donation, contact us with a comment, enquiry or complaint, accept or engage in any of our programs or service offerings or access our website, mobile applications or social media platforms;
- from our related businesses and partners (including without limitation, accommodation and other service providers who partner in our respite programs);
- from our third party service providers, including IT and service providers involved in the provision of our respite programs); and

- information that is publicly available.

You may also provide information to us about other individuals, such as a minor on behalf of whom you apply for our services or where you nominate someone as a reference on your application. In this case, you agree to inform those individuals that you are providing their personal information to us and about our Privacy Policy. In addition, you warrant that you have obtained the irrevocable consent to provide the personal information from those individuals whose personal information may be collected from us.

4. How do we store and secure your personal information

4.1 Data Storage

Depending on the format in which your personal information is provided to us, we will keep your information as physical documentation and/or electronic files. Where we hold personal information electronically in our IT systems and databases, we may utilise cloud technology in connection with the storage of personal information.

We have processes and procedures in place to protect your information from misuse and disclosure.

We use third party service providers to store some or all personal information. As such, we are unable to control the location in which personal information is stored. It is not practicable for us to specify in advance which country will have jurisdiction for any offshore activities. All of our service providers, however, are required to comply with the Privacy Act in relation to the transfer or storage of personal information.

When using our website, mobile applications and services you should be aware that no data transmission over the internet can be guaranteed as totally secure. Although we have risk management systems in place and strive to protect such information, we do not guarantee your personal information is secure and you provide your personal information at your own risk.

Please contact us immediately if you become aware of a breach of security. To help us keep your personal information safe, please do not share your login details, preferences, unique reference details or any other information with any other person.

Your personal information may be stored, processed or provided to third party suppliers which may be located outside Australia (including the United States) where

the data protection laws may differ. We will take reasonable steps to ensure your personal information is treated securely and in accordance with this Privacy Policy and the laws of Australia.

4.2 Data Retention

We will retain your personal information for as long as reasonably necessary to fulfil any valid or lawful purpose including:

- providing services to you;
- investigating and defending any actual or potential claim or complaint;
- exercising our rights and obligations under contract or law; or
- as otherwise permitted by law.

When it is no longer reasonably necessary to keep your personal information, we will destroy your personal information. However, we may de-identify data which we may retain for statistical purposes.

5. How we use and disclose information

Your personal information may be disclosed to third parties where it is required for us to provide a service to you. We will not use or disclose personal information for the purposes other than those connected with the primary purpose of collection, or a reasonably related secondary purpose which we believe you should reasonably expect.

Secondary purposes might include disclosure to maintenance personnel or other third party service providers who may be unable to avoid accessing personal information in the course of providing services or technical to us.

6. Reviewing your personal information and preferences

You have a right to request access to or correct your personal information held by us and you may request further information about our personal information handling practices. We will provide you with access to your personal information held by us, unless we are permitted under the Privacy Act or law to refuse to provide you with such access (in which case, we will notify you of the reasons in writing).

You can contact us if you wish to:

- review your personal information;

- update **your** personal information;
- cease receiving marketing materials from us or to update your preferences; and
- **delete** your personal information, although you acknowledge that we may need to retain some personal information to provide services to you and or for legal requirements.

For these requests, please contact enquiries@foundationone.org.au. We will need to verify your identity before we can process your request. We will take reasonable steps, consistent with our obligations under the Privacy Act, to correct that information if you so request. We will respond to all requests for access or correction within a reasonable period of time.

7. How we use cookies

We use cookies and web-tracking/analytic tools to collect and analyse information about how you interact with our websites and mobile applications. Cookies and similar technologies allow our websites and mobile applications to interact more efficiently with the device used and to help us improve the content and functionality of our websites and mobile applications.

8. How we communicate our Privacy Policy to you

We may update our Privacy Policy from time to time. By continuing to access and use our services, websites and mobile applications, or otherwise continuing to deal with us, you accept our Privacy Policy as it applies from time to time.

Any changes to our Privacy Policy will be published on our website. You may obtain a copy of our current policy from our website www.foundationone.org.au or by contacting us on the details below. It is your responsibility to check the website from time to time in order to determine whether there have been any changes.

9. Complaints about your privacy

If you require any further information on our personal information handling practice or have concerns or complaints with this Privacy or the use of your personal information, you should contact us at enquiries@foundationone.org.au.

If we do not satisfactorily address your concerns, we suggest you approach an independent advisor or contact:

Office of the Australian Information commissioner (OAIC) at
GPO Box 5288, Sydney, NSW, 2001

10. Terminology

In this Privacy Policy, the following expressions have the following meanings:

- “**personal information**” refers to information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. It also means information protected under the Privacy Act that relates to the affairs or personal particulars of a person;
- “**Privacy Act**” refers to the *Privacy Act 1988* (Cth);
- “**we**”, “**us**” and “**our**” is a reference to **Foundation #1 Limited** (ABN 12 621 755 468); and
- “**you**” and “**your**” to refer to each and every individual whose personal information we may handle from time to time.