

Privacy Policy

Policy No: QD 5013

As a subsidiary entity of Endeavour Foundation Group, Community Solutions Group will comply with Endeavour Foundation's Privacy policy.

Version No: 4

Version Date: 24/08/2021



Privacy Policy

Purpose

Endeavour Foundation Group (Endeavour Foundation) and its subsidiaries are committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988 (Cth)* (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of the Office of the Australian Information Commissioner at www.oaic.gov.au

Scope

This policy applies to all employees, Board members, Committee and Council members, volunteers, consultants, and contractors.

Policy

Endeavour Foundation:

- When collecting personal information will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.
- Will only use sensitive information:
 - for the primary purpose for which it was obtained
 - for a secondary purpose that is directly related to the primary purpose
 - with your consent, or where required or authorised by law.
- Will take reasonable steps to ensure that you are made aware of any information provided to us by a third party.
- With consent, may use or disclose personal information, or where required and authorised by law.
- Will ensure personal information is stored in a manner that reasonably protects it from misuse, loss and from unauthorised access, modification, or disclosure.
- Will ensure that you have access to your personal information for valid reasons unless certain APP exceptions apply.
- Will take reasonable steps to ensure that personal information is accurate, complete, and current.

Version No: 4	Printed copies of this document may no longer be current unless indicated as a CONTROLLED copy. Always check electronic version for currency.	Page 1 of 3
Version Date: 24/08/2021		Review Date: 24/08/2022



Privacy Policy

Policy elements

What is personal information and why do we collect it?

Personal information is information or an opinion that identifies an individual. Examples of personal information we collect include name, date of birth, medical records, signature, addresses, email addresses, telephone and facsimile numbers and bank account details.

We collect your personal information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

What is sensitive information?

Sensitive information is defined in the Privacy Act as information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

Third Parties

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of personal information

The APP lists several circumstances in which your personal information may be disclosed, including:

- to third parties where you consent to the use or disclosure
- where required or authorised by law.

Security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse, loss, and from unauthorised access, modification, or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify the records. However, most personal information is or will be stored in client files which will be kept by us for a minimum of seven (7) years.

Access to personal information

You may access the personal information we hold about you, including to update or correct it. If you wish to access your personal information, please contact us in writing at the below addresses.

Version No: 4	Printed copies of this document may no longer be current unless indicated as a CONTROLLED copy. Always check electronic version for currency.	Page 2 of 3
Version Date: 24/08/2021		Review Date: 24/08/2022



Privacy Policy

In order to protect your personal information, we may require identification before releasing the requested records.

Privacy complaints and inquiries

If you have any queries or complaints about our Privacy Policy, or wish to access your personal information please contact:

Endeavour Foundation Privacy Officer

PO Box 3555

Tingalpa DC Qld 4173

or privacy@endeavour.com.au

Document information

Department	Finance
Portfolio	Enterprise Risk Management
Document EGM	David Blower
Document Owner	Ian Bowyer – Head of Risk and Safety
Review period (in months)	12 months
Purpose (for new documents)	N/A
Rationale for changes (legislative, review due etc)	Minor editorial updates, transferred to new template
Action/s required	For noting and upload to website.
Classification	Public

Document amendment history

Version	Date	Section(s) amended	Summary of amendment
4	24/08/2021	Policy Elements Scope	Moved

Version No: 4	Printed copies of this document may no longer be current unless indicated as a CONTROLLED copy. Always check electronic version for currency.	Page 3 of 3
Version Date: 24/08/2021		Review Date: 24/08/2022