

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: 5

Version Date: 15/08/2022



Privacy Policy

Purpose

Endeavour Foundation Group 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 of Endeavour Foundation Group.

Policy

Endeavour Foundation Group:

- 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.
- Will only use or disclose your personal information with consent or where required and authorised by law.
- Will ensure personal information is stored in a manner that reasonably protects it from misuse, loss, and/or unauthorised access, modification, or disclosure.
- Will ensure that you have access to your personal information as permitted under the APPs.
- Will take reasonable steps to ensure that personal information is accurate, complete, and current.

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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. 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

We may disclose your personal information to a third party. This will be done with your consent, or under one of the circumstances outlined in the APPs.

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 as outlined in **Archiving, Retention and Disposal Policy (QD 5601)**.

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

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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 Group Privacy Officer

PO Box 3555

Tingalpa DC Qld 4173

or privacy@endeavour.com.au

Document Information

Department	Finance
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Document EGM	David Blower
Document Owner	Ian Bowyer – Head of Risk and Compliance
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Action/s required	For noting and upload to website.
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Document Amendment History

Version	Date	Section(s) amended	Summary of amendment
5	15/03/2022	Various	Minor editorial changes

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