

PRIVACY POLICY

General



What information do we collect?

We only collect information that is reasonably necessary for our work.

We collect information from our:

- participants and families;
- supporters;
- foodbowl users;
- sponsors
- volunteers; and
- prospective employees.

This privacy policy applies to the groups of people identified above. We also collect and handle personal information about our employees. Details of the specific procedures relevant to how employee information is collected, used and handled is set out in “**More Information**”.

Please see the ‘**More Information**’ section below for more detailed disclosure about the information we may collect and handle about you.

How do we collect information?

The main way we collect personal information about you is when you give it to us directly. However, in some cases we may collect personal information about you from a third party. You can find more details about how we collect personal information in the ‘More Information’ section below.

It is up to you how much information you would like to provide to Amaranth Foundation. However, if you do not wish to provide certain information requested by us this may limit our ability to engage with you and carry out our functions and activities.

We will only seek information from others with your consent or if it is not reasonable or practical to get the information directly from you and it relates to our programs and activities.

How do we use your information?

We use your personal information to provide and manage our services and conduct our operations and activities. You can find more detailed information about how we use your personal information in the ‘More Information’ section below.

How do we keep your information?

Amaranth Foundation takes the security and confidentiality of your information very seriously. We have tools, systems and procedures designed to protect the information you give us from misuse, interference and loss, and from unauthorised access, modification or disclosure. Our staff are trained in relation to privacy, and our team at Amaranth Foundation who work with children or other vulnerable people or has access to their personal information has had to satisfy the screening requirements in line with our employment requirements, which include police checks and working with children/vulnerable persons checks (as applicable).

When do we disclose your information to others?

Your personal information may be disclosed outside Amaranth Foundation for the primary purpose for which it was collected.

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Except as described in this Privacy Policy, personal information will not be disclosed to any third parties unless required or authorised by law. You can find more detailed information about when we disclose personal information to others in the **'More Information'** section below.

When do we disclose your information overseas?

In order to manage information, we collect from you, we may use service providers with cloud-based hosting facilities that are located outside Australia. The countries in which these facilities are likely to be located include countries within Europe, the United States and Asia.

When we engage those service providers we ascertain if they are also subject to Australian privacy law and/or take steps to ensure that our service providers only use the personal information to provide services to us and keep it confidential.

How can you find out about your information and fix it if it's not correct?

We will always try to make sure the information we get is accurate.

You can update or correct the information we have collected by emailing support@amaranth.org.au

What to do if you have a query or complaint?

If you have a query or complaint about how we manage your personal information or would like to know more, please call us on 02 6033 1738 or email support@amaranth.org.au

If you do make a complaint, Amaranth Foundation will let you know that your complaint has been received, provide you with additional contact details and advise you when we can provide a response to your complaint.

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Volunteers

This page applies to you if you are a **volunteer**.

A volunteer is a person who donates their time to Amaranth Foundation whether for a single event (e.g. community event) or on a regular, on-going basis (through programs such as our FoodBowl).

What information do we collect?

The kinds of personal information that we collect and hold about you may include:

- personal details, like name and date of birth;
- address, contact and emergency contact details;
- referee names and contact details;
- screening results;
- information we are required to collect by law, such as criminal history details and working with children credentials under child protection legislation applicable in the relevant State or Territory;
- career history, education and qualification details;
- information about any previous interactions you may have had with Amaranth Foundation; &
- survey responses that will help us improve our processes and activities.

Any information that is made known to Amaranth Foundation through our screening process will remain strictly confidential.

How do we collect information?

We collect personal information about you in the following ways:

- when you register to become a volunteer;
- when you attend an interview;
- when you fill in relevant screening paperwork.

We may collect personal information about you from a third party, for example in relation to a police or criminal history check, or a working with children check.

It is up to you how much information you would like to provide to Amaranth Foundation, and you can change or access these details at any time. However, if you do not wish to provide certain information requested by us this may limit our ability to progress your application to engage with us as a volunteer.

How do we use your information?

We use personal information that we collect about you for the following purposes:

- to assess your suitability to be a volunteer;
- to communicate with you about and manage your involvement with us;
- to conduct screening for volunteering purposes;
- for research purposes; and
- to keep you up to date with our initiatives that we think may interest you.

When do we disclose your information?

We may share personal information about you with:

- screening agencies;
- contractors who perform tasks on our behalf (for example mailing houses that send out our newsletters)

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Supporters

This page applies to you if you are a **supporter**.

This page applies to you if you are a supporter. A supporter is a person who donates money or goods, for example, a cash donation, a member or a community fundraiser. It also covers persons who we identify as potential or future supporters.

You can change these details at any time by sending updated details to support@amaranth.org.au.

However, if you do not wish to provide certain information requested by us this may limit our ability to manage your support, process your donation or other support and respond to your queries.

What information do we collect?

The kinds of personal information that we collect and hold about you may include:

- personal details, like name and date of birth;
- address and contact details;
- payment information about donations;
- information about any previous interactions you may have had with Amaranth Foundation;
- and
- survey responses that will help us improve our processes and activities

How do we collect information?

We collect personal information about you in the following ways:

- when you give it to us, for example, when you complete a donation form online;
- from other sources, for example by obtaining details for potential future supporters from like-minded organisations or by updating information with the assistance of other third party suppliers.

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Participants and families

This page applies to you if you are a **participant or a family member** of a person receiving our support.

You may receive our support or assistance through one of our programs directly or be a family member (e.g. parent or guardian) of a participant that receives such support.

What information do we collect?

The kinds of personal information that we collect and hold about you may include:

- personal details, like name and date of birth;
- address and contact details;
- details about your family situation and children in your care;
- sensitive information, e.g. about your health or cultural background (where relevant, such as to determine eligibility for some programs);
- information that will help us support you and your child; and
- information that will help us to understand how helpful our programs are for your child and the value of the programs generally.

How do we collect information?

We collect personal information about you in the following ways:

- when you fill in relevant screening paperwork.
- NDIS or other relevant government paperwork.
- when you make an application for a role, for example when you send us your resume;
- when you attend an interview;
- when we conduct reference checks; and
- when you fill in relevant screening paperwork.

We may collect personal information about you from a third party, for example from a recruitment agency or in relation to a police or criminal history check, or a working with children check.

You can change or access these personal details at any time. However, if you do not wish to provide certain information requested by us this may limit our ability to progress your application for employment.

How do we use your information?

We use personal information that we collect about you for the following purposes:

- to assess your application for employment;
- to communicate with you; and
- for relevant application purposes.

When do we disclose your information?

We may share personal information about you with external agencies, including service providers who act for you in connection with your services.

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Prospective employees

This page applies to you if you are a **prospective employee**.

A prospective employee is a person who has applied for a position, whether in writing or verbally, and until such time as you become an employee with us or in circumstances where your application is unsuccessful or does not proceed.

What information do we collect?

The kinds of personal information that we collect and hold about you may include:

- personal details, like name and date of birth;
- address, and contact details;
- employment history, education and qualification details;
- referee names and contact details;
- screening results;
- information we are required to collect by law, such as criminal history details and working with children credentials under child protection legislation applicable in the relevant State or Territory;
- career history, education and qualification details; and
- information about any previous interactions you may have had with Amaranth Foundation.

Any information that is made known to Amaranth Foundation through our screening process will remain strictly confidential.

How do we collect information?

We collect personal information about you in the following ways:

- when you make an application for a role, for example when you send us your resume;
- when you attend an interview;
- when we conduct reference checks; and
- when you fill in relevant screening paperwork.

We may collect personal information about you from a third party, for example from a recruitment agency or in relation to a police or criminal history check, or a working with children check.

You can change or access these personal details at any time. However, if you do not wish to provide certain information requested by us this may limit our ability to progress your application for employment.

How do we use your information?

We may share personal information about you with screening and recruitment agencies authorised to act for you in connection with your employment application.

What happens if I become an employee?

Once you become an employee your personal information will be handled consistent with our general privacy policy.