



PO BOX 908
WYNNUM QLD 4178
T 1300 ROSIES (767 437)
T (07) 3396 4267
F (07) 3396 3205
E info@rosies.org.au
W www.rosies.org.au
ABN68041152768 CH1146

PRIVACY POLICY STATEMENT

Rosies is committed to protecting your privacy in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles established under that *Act*.

This Privacy Policy Statement expresses how we collect, use, disclose and store your personal information. Rosies takes all reasonable care to respect your privacy, handling your personal details responsibly, and acting as fairly and honestly as possible.

Rosies reserves the right to review, amend, or update this Privacy Policy Statement at any time in accordance changes to our policies or relevant legislation.

What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and is recorded in a material form or not. Personal information includes sensitive information.

Why collect personal information?

Personal information is used for the proper administration of Rosies including:

- membership of Rosies Youth Mission Inc (referred to as 'Rosies')
- volunteering with Rosies
- administering professional standards
- administering donations, bequests, and gifts
- renting or licensing of Rosies owned properties and vehicles
- ensuring that we can comply with legislative requirements and our contractual obligations with governments and their agencies.

Without relevant personal information about you, Rosies may not be able to provide these services.

What sort of information do we collect?

Rosies will only collect information about you that is necessary to what we do.

Personal information we collect from you may include your name, date of birth, contact details, next of kin or emergency contact details, employment history, credit card details, education/background, socio-demographic details, health information, government related information and identifiers (such as for Blue Card details), and other relevant information about suitability for duties.

When fundraising, Rosies collects personal information from those who kindly wish to make a donation. The primary purpose of collecting this information is to allow Rosies to administer and record such donations. If Rosies does not obtain such personal information from you when making a kind donation, it may not be possible to do so in your name. Of course, Rosies is happy to accept a donations made anonymously.

Information gathered from you is used solely for Rosies marketing purposes. Your information will not be passed on or sold to any other organisation, unless we are required to do so by law or with your prior consent. Where we do seek such consent, Rosies will provide you with the opportunity to 'opt out' of receiving direct marketing communications. If in the course of direct marketing you request the source by which Rosies received your personal information, we will provide this to you.



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Rosies has put in place reasonable physical, electronic, and managerial procedures to safeguard and secure the information we collect from you when making a donation. Rosies has linked an Everyday Hero secure online donations page from our website, which uses encryption technology when collecting or transferring sensitive data such as credit card information. We do this so you will want to visit our web site again and maybe even tell your friends about us.

Please be aware that Rosies will not be liable for any loss caused by unauthorised access or breach of security through this website, or any other linked website. Rosies will not be liable for any loss or damage if a transaction is not effected or is delayed or is in error, for any reason. Subject to any terms implied by law and which cannot be excluded, Rosies accepts no responsibility for any loss, damage, cost or expense incurred as a result of any error, omission or misrepresentation in our website.

Rosies does not guarantee the accuracy of information provided by third parties linked to our website. While our website contains links to other websites, Rosies is not responsible for the privacy practices or the content of those website and has no knowledge if cookies or other tracking devices are used on linked websites.

How information is collected?

Where possible, Rosies collects personal information directly from you. Personal information may be collected through various means including interviews, appointments, forms, and questionnaires.

In some situations personal information may be obtained from a third party. In such cases Rosies will take reasonable steps to ensure that you have been made aware of our identity and how to contact us, the fact that they are able to gain access to their information, the purpose for which the information has been collected, and the consequences if the information is not provided. An example of collection in this way may be from a friend who is referring you as a volunteer with Rosies.

Accessing your personal information

Rosies takes all reasonable steps to ensure that the personal information we collect, uses or discloses is accurate, complete, and up-to-date. Please contact Rosies on the contact details listed above if you would like to correct any inaccurate, incomplete, or out-of-date personal information that Rosies may hold about you, or if you would like to 'opt-out' from receiving any marketing materials. You can access your personal information that Rosies holds about you, unless

- providing access would be unlawful
- it poses a serious threat to your life or health
- it would have an unreasonable impact upon the privacy of another person
- the request is frivolous or vexatious
- it relates to existing or anticipated legal proceedings between Rosies and you (and the information would not otherwise be discoverable in those proceedings).



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Make a privacy complaint

If you believe that Rosies has not protected your personal information in accordance with this Privacy Policy or the *Privacy Act*, you can lodge a complaint in writing to our General Manager. Rosies will respond in writing within 30 days of receiving such a complaint.

General Manager
Rosies
PO Box 908
WYNNUM QLD 4000
T 07 3396 4267
F 07 3396 3205
E info@rosies.org.au

If a resolution has not been obtained to the satisfaction of the person making the complaint, you have the option of referring the matter to the Australian Information Commissioner

Office of the Information Commissioner
Queensland
PO Box 10143
Adelaide Street
BRISBANE QLD 4000
T 1800 OIC QLD (1800 642 753) freecall
T 07 3234 7373
F 07 3405 1122
E enquiries@oic.qld.gov.au

"Friends on the street, in the courts, detention centres, prisons, and drop-in centres."

