

# LUTRUWITA /TASMANIA MATERIAL INSTITUTE

## PRIVACY POLICY

### Introduction

Material Institute (**the Organisation**) and its affiliated projects and programs including, but not limited to, 24 Carrot Gardens Tasmania, consider the privacy and protection of your Personal Information as important, and are committed to handling your Personal Information in accordance with the *Privacy Act 1988* (Cth) (**the Privacy Act**) and other applicable laws which set out clear standards for the collection, access, storage, use and disclosure of your Personal Information.

This Privacy Policy sets out what Personal Information we collect, the way in which we collect, use, disclose and secure that Personal Information, the way in which you can access and correct your Personal Information, and what complaint procedures are available to you if you feel we have breached our obligations under relevant legislation.

**Personal Information** includes a broad range of information, or an opinion, that could identify an individual. What is personal information will vary, depending on whether a person can be identified or is reasonably identifiable in the circumstances.

For example, personal information may include:

- a. an individual's name, signature, address, phone number or date of birth
- b. sensitive information
- c. credit information
- d. employee record information
- e. photographs
- f. internet protocol (IP) addresses
- g. location information from a mobile device (because it can reveal user activity patterns and habits)

We may amend or update our Privacy Policy at any time and will publish the amended policy on the Organisation website or an affiliated website specific to our projects and programs. We encourage you to check our, or our affiliated websites, regularly to ensure that you are aware of the current terms of our Privacy Policy.

By visiting the Organisation, or participating in our projects or programs, or submitting any Personal Information to us (via our website, affiliated website or otherwise), you are accepting and consenting to the practices described in this Privacy Policy.

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## Scope

This Privacy Policy applies to Personal Information collected, used and disclosed by the Organisation about the Organisation's participants, consumers, users of our services and facilities, contractors, suppliers, job applicants, tenants, donors and volunteers.

This Policy does not apply to the collection, use and disclosure of employee records of our current and former employees, which are exempt from the Privacy Act and are covered by a separate policy. If you are an employee, please refer to your employment contract.

## Collection, use and disclosure of Personal Information

### A. What Personal Information is collected and held?

Personal Information that the Organisation collects and holds could include but is not limited to:

- a. Name, contact details, gender, date of birth, banking and credit card details and emergency contact information.
- b. We may use CCTV for security reasons.
- c. Comments, preferences and opinions, including for the purpose of surveys and goods and services that we offer from time to time.
- d. Personal Information that you provide when using our online portals, including any profile that you create while using our services.
- e. For job applicants: We may also collect your qualifications, experience and reference and background checks.

### B. How will we collect and hold your Personal Information?

We may collect Personal Information directly from you when you:

- a. Communicate with us, including in person or via email, telephone, our websites or online portals.
- b. Make a charitable donation to our organisation.
- c. Subscribe to our mailing list.
- d. For business customers, contractors and guarantors: we may also collect Personal Information from a third-party credit reporting body if we request a credit report about you.
- e. For job applicants: we may also collect Personal Information when you email us a resume or application. We may also collect information from third parties when conducting reference and background checks.

We do not knowingly collect Personal Information from individuals under 18 years of age without the permission of their parent or guardian. As a parent or guardian, please do not allow your children to submit their Personal Information without your prior permission.

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## **C. What are the purposes for us collecting and using your Personal Information?**

We may collect Personal Information about you for the following purposes and uses:

- a. To provide you with services, operate our facilities, run our business and operations and fulfil our obligations.
- b. To communicate and manage our relationships with you.
- c. To contact you about our brands, products, services, special offers, promotions, newsletters, online surveys, fundraising campaigns, events, news and competitions.
- d. To maintain and update our records.
- e. To improve our platform, prevent or detect fraud or abuses, enable third parties to carry out technical, logistical or other functions on our behalf and maintain and develop our business systems, including testing and upgrading them.
- f. We use Health Information to assist us to identify and manage such things as participant medical and health risks, allergies and food intolerances.
- g. For job applicants: We may also use your Personal Information to assess your suitability for employment with the Organisation.

## **D. Who will we disclose your Personal Information to?**

The Organisation may disclose your Personal Information to:

- a. Related entities and affiliates of the Organisation, including, but not limited to, 24 Carrot Gardens Tasmania.
- b. IT system administrators who assist us; including those who maintain our IT systems and websites and store our data.
- c. Investigators, police and law enforcement authorities in connection with actual or potential misconduct, unlawful activity and acquisitions of our business or licences.
- d. Third party service providers that assist us with services such as archival, auditing, accounting, customer contact, legal, business consulting, banking, payment, debt collection, delivery, data processing, data analysis, information broking, research, investigation, insurance, website or technology services.
- e. Credit reference agencies or debt collection agencies – for example if you default on payments due to us or to obtain payment from you.
- f. For volunteers, contractors and suppliers: We may also provide your Personal Information to the Australian Taxation Office, superannuation fund trustees and administrators.

Sensitive  
Information

Sensitive information is defined in the Privacy Act to include 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,

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membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by the Organisation only:

- a. For the primary purpose for which it was obtained.
- b. For a secondary purpose that is directly related to the primary purpose.
- c. With your consent; or where required or authorised by law.

## 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.

## Storage and Security

We take reasonable steps to ensure that your Personal Information is held securely. We have implemented appropriate physical, electronic and managerial security procedures in order to protect Personal Information from loss, misuse, alteration or destruction.

We store your Personal Information in hardcopy or electronic form, and we protect your Personal Information through physical security (including locks and security systems at our office premises) and computer and network security (including use of firewalls, identification codes, access controls and passwords).

We also store some Personal Information with third-party data storage providers, who also employ a range of security measures to protect such information.

## Disclosure to overseas recipients?

The only overseas recipient we would share your Personal Information with is the Material Institute New Orleans, our affiliated United States not-for-profit organisation, and only with your permission.

## Cookies & website analytics

We may use "cookies" on our website and affiliated websites. A cookie is a small text file that we may place on your computer if you use our websites. Usually, cookies are used as a means for our websites to remember your preferences and are thus designed to improve your experience. Cookies may collect and store Personal Information about you.

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.

If you disable the use of cookies on your web browser or remove or reject specific cookies from our website or linked sites, then you may not be able to gain access to all of the content.

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When you visit and browse our websites, the website host and some third party service providers may collect information for statistical, reporting and maintenance purposes.

Subject to the terms of this Privacy Policy, this information is used to administer and improve the performance of our websites and will not be used to identify you. The information may include:

- the number of users visiting our websites and the number of pages viewed;
- the date, time and duration of a visit;
- visiting patterns of individuals accessing our websites;
- the IP address of your computer; and
- the path taken through our websites.

We use website analytic services to help analyse how you use the Organisation (website analytics). Website analytics generate statistical and other information about website use by means including, but not limited to, cookies which are stored on users' computers. The information generated is used to create reports about the use of our websites.

## Links to other websites

Our sites may include links to other websites.

These third-party websites may use technology to send (or "serve") the advertisements that appear on our websites directly to your browser. They automatically receive your IP address when this happens. They may also use cookies, JavaScript, web beacons (also known as action tags or single-pixel gifs), and other technologies to measure the effectiveness of their ads and to personalise advertising content. We do not have access to or control over cookies or other features that these third parties may use, and the information practices of these advertisers and third-party websites are not covered by this Privacy Policy. Please contact them directly for more information about their privacy practices.

## What choices do you have?

You may choose not to provide Personal Information to the Organisation at any time. However, this may mean we cannot provide some or all of our services to you or continue our relationship with you. If you do not want to receive e-mail or other mail from us please 'unsubscribe' or notify us in writing that you don't wish to receive these offers. However, please note, if you do not want to receive legal notices from us, such as this Privacy Policy, those notices will still govern your use and membership and it is your responsibility to review them for changes.

You have the right to ask us not to use your Personal Information for marketing purposes by sending an email to the Organisation. The contact details are set out below.

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How can you access your Personal Information and correct it?

You generally have a right to request access to your Personal Information and to request its correction from us. There are certain exceptions to this which apply under legislation, including for example where providing such access would have an unreasonable impact on the privacy of others.

You can request to access your Personal Information that we have on record about you, or request that we update or correct that Personal Information, by writing or emailing us at: [hello@materialinstitute.org](mailto:hello@materialinstitute.org).

We will need to verify your identity before giving you access or correcting Personal Information.

We will endeavour to respond to your request to access or update Personal Information as quickly as possible.

We will provide you access to Personal Information in the manner that you request, if that is reasonable and practicable for us to do so. If we are not able to provide that information in the way that you request, we will write to you and explain the reasons for this, and we will take reasonable steps to give you access to your Personal Information in an alternative manner that meets your needs and ours. We will also inform you of what you can do if you are not satisfied with our response.

We will not charge you an application charge for simply requesting access to your Personal Information. However, depending on the complexity of your request, we may charge you a fee for processing the request including costs of postage, and staff costs in searching, locating and retrieving the requested information. We will ensure that these costs are not excessive.

In certain instances, we may refuse to give you access to your Personal Information. In these circumstances, we will write to you to explain why we have refused access, and inform you of what you can do if you are not satisfied with our response.

Where you request for us to correct Personal Information we hold that you believe is inaccurate, incomplete, out-of-date, or misleading, we will endeavour to respond to your request as quickly as possible. You will not be charged for making that request, or for any work we conduct in correcting the information. We will take reasonable steps to correct that information once we are satisfied that that information is inaccurate, incomplete, out-of-date or misleading. If we refuse your request, we will write to you and explain why we have refused, and also tell you what you can do if you are not satisfied with our response.


Complaints for breach of privacy, and how your complaint will be handled.

You are entitled to complain if you believe that your privacy has been compromised or if we have breached the relevant legislation.

If you have a complaint, you should write to: [hello@materialinstitute.org](mailto:hello@materialinstitute.org).

We will endeavour to respond to you in writing as quickly as possible, informing you of our decision in relation to your complaint.

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If you believe that your complaint has not been satisfactorily resolved, then you can access an external dispute resolution service or contact the Office of the Australian Information Commissioner.

*Response person & role: Sarah Proud (CEO)*

*Approved by board on: N/A (Operational Policy)*

*Scheduled review date: July 2027*