

Privacy Policy

Drafted by	Emerge & See Ltd	Approved by Board on	August 2023
Responsible person	Alana Singleton and Pia Schindler	Version	1

1. Introduction

- 1.1 The Board of Emerge & See Ltd (**Emerge & See, we, us or our**) is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

2. Purpose

- 2.1 The purpose of this document is to provide a framework for Emerge & See in dealing with privacy considerations.

3. Policy

- 3.1 Emerge & See collects and administers a range of personal information for the purposes of:
- operating and improving our business and providing our services or products to members and customers;
 - responding to individuals' enquiries and requests;
 - processing customer orders and communicating with customers about those orders;
 - screening orders made on our website and app for potential risk or fraud;
 - processing donations and other payments made to us;
 - considering job and volunteer applicants and contractors for current and future engagement;
 - identification of collaborative opportunities;
 - to provide individuals with customer service, and deal with any complaints or feedback they may have;
 - operating our website and app, including to provide IT support or provide particular features (such as where members or subscribers are required to log in);
 - improving and optimising our website and app (for example, by generating analytics about how our members browse and interact with the website/app) and to assess the success of our marketing and advertising campaigns;
 - assisting Emerge & See's fundraising activities;
 - administration, record-keeping, research, analysis, planning, service development, security and risk management;

- managing our relationship with our members, customers, subscribers, providers, suppliers and contractors; and
- providing individuals with information on Emerge & See events or products that they may be interested in.

We may otherwise use and disclose personal information for other purposes required or authorised by or under law (including purposes for which an individual has provided their consent).

3.2 The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

3.3 Emerge & See recognises the essential right of individuals to have their information administered in ways which they would reasonably expect, and in an open and transparent way. These privacy values are reflected in, and supported by, our core values and philosophies and also reflected in our Privacy Policy, which is compliant with the Privacy Act 1988 (Cth) (**Privacy Act**).

3.4 Emerge & See is bound by laws which impose specific obligations when it comes to handling personal information, including the Privacy Act and other federal and State privacy and data protection laws that apply to Emerge & See. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

3.5 Emerge & See will:

- collect only personal information which the organisation reasonably requires for its primary functions or activities;
- ensure that stakeholders are informed as to why we collect the personal information and how we administer the information gathered;
- use and disclose personal information only for our primary functions or activities or a reasonably expected, related (or in the case of sensitive information, directly related) purpose, or for another purpose required or authorised by or under law (including purposes for which a person has provided their consent);
- take reasonable steps to store personal information securely, protecting it from misuse, interference and loss, as well as unauthorised access, modification or disclosure; and
- on request, provide stakeholders with access to their own personal information (subject to some exceptions permitted by law), and the right to seek its correction.

Privacy Procedures

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1. Responsibilities

- 1.1 The Board of Emerge & See Ltd (**Emerge & See, we, us or our**) is responsible for:
- developing, adopting and reviewing this policy; and
 - implementation of this policy, for monitoring changes in privacy legislation (including the Privacy Act 1988 (Cth) (**Privacy Act**)), which incorporates 13 Australian Privacy Principles (**APPs**), and other federal and State privacy and data protection laws), and for advising on the need to review or revise this policy as and when the need arises.

2. Processes

2.1 Collection

- (a) Emerge & See will:
- only collect personal information that is reasonably necessary for the primary functions or activities of Emerge & See;
 - collect personal information only by lawful and fair means and not in an unreasonably intrusive way;
 - notify stakeholders about why we collect the information and how it is administered;
 - notify stakeholders about how they may access their personal information and seek its correction;
 - collect personal information from the person directly wherever reasonable or practicable;
 - if collecting personal information about a person from a third party, notify or otherwise make the person aware of the facts and circumstances of that collection (including from whom their personal information has been collected); and
 - collect sensitive information only with the person's consent or if required or authorised by or under law. The term 'sensitive information' includes health information about an individual and information or an opinion about an individual's racial or ethnic origin, political opinions, religious beliefs, trade union or other political, professional or trade association membership, sexual orientation or practices, or criminal record, that is also personal information.
- (b) Amongst other things required or authorised by or under law, Emerge & See may also collect sensitive information about an individual if such collection is necessary to prevent or lessen a serious threat to the life, health or safety of any individual or to public health or safety, and where it is unreasonable or

impracticable to obtain the individual's consent to the collection, such as where the individual whom the information concerns:

- is physically or legally incapable of giving consent to the collection; or
 - physically cannot communicate consent to the collection.
- (c) Further, Emerge & See may collect sensitive information:
- where that information relates to its activities as a non-profit organisation, and the information relates solely to its members or to individuals who have regular contact with it in connection with its activities; or
 - the collection is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.
- (d) Emerge & See may also collect health information about an individual if:
- the information is necessary to provide a health service to the individual; and
 - the information is collected as required or authorised by or under law and/or in accordance with rules established by competent health or medical bodies that deal with obligations of professional confidentiality which bind the organisation.
- (e) Emerge & See will determine, where unsolicited information is received, whether the personal information could have been collected in the usual way (ie where Emerge & See solicits/requests the information), and then if it could have, it will be treated normally. If it could not have been, it must be destroyed or de-identified as soon as practicable (but only if it is lawful and reasonable to do so), and the person whose personal information has been destroyed or de-identified will be notified about the receipt and destruction or de-identification of their personal information.

2.2 Use and disclosure

- (a) Emerge & See will only use or disclose personal information for the primary purpose for which it was collected or a reasonably expected, related (or in the case of sensitive information, directly related) secondary purpose. For other purposes, Emerge & See will obtain consent from the affected person, unless Emerge & See is otherwise required or authorised by or under law to use or disclose personal information for such other purposes.
- (b) In relation to a secondary purpose, Emerge & See will use or disclose the personal information only where:
- a secondary purpose is related (or in the case of sensitive information, directly related) to the primary purpose and the individual would reasonably have expected us to use it for such a secondary purpose; or
 - the person has consented; or
 - required or authorised by or under law, such as where it is unreasonable or impracticable to obtain the individual's consent to the collection and disclosure is required to prevent or lessen serious threat to life, health or safety.
- (c) Under the Privacy Act, in relation to personal information (other than sensitive information) which has been collected from a person, Emerge & See will only use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and Emerge & See has provided an opt out/functional unsubscribe facility and the opt out has not been taken up.
- (d) The Privacy Act further provides that, in relation to personal information (other than sensitive information) which has been collected other than from the person themselves or sensitive information about an individual, Emerge & See will only use

the personal information for direct marketing if the person whose personal information has been collected has consented (and they have not taken up the opt-out).

- (e) The Privacy Act also provides that, in each direct marketing communication with the individual, Emerge & See must draw to the individual's attention, or prominently display a notice, that he or she may express a wish not to receive any further direct marketing communications.
- (f) Despite the above, the Privacy Act with respect to direct marketing does not apply to the extent the Spam Act 2003 (Cth) (**Spam Act**) applies. The Spam Act prohibits the sending of 'commercial electronic messages' (ie emails, SMS, MMS, push notifications, instant messages, and live chat messages in particular circumstances) without the recipient's prior consent. Consent can be expressed or inferred, but it is best practice for Emerge & See to obtain express consent (eg through an individual ticking a box on a website). If consent is obtained, each message must:
 - clearly contain a functional unsubscribe facility (noting that a request to unsubscribe must be honoured within 5 working days); and
 - identify Emerge & See (including its name and contact details), even if someone else sends messages on Emerge & See's behalf.
- (g) Emerge & See must state in its privacy policy whether personal information is likely to be disclosed overseas, and if so, the countries in which such recipients are likely to be located (if it is practicable to specify those countries). If Emerge & See discloses personal information outside Australia, it must further take reasonable steps to ensure that any overseas recipients (eg overseas providers of services) comply with the APPs (except for APP 1), except where, amongst other things:
 - the overseas recipient of the information is subject to a law or binding scheme which effectively protects the information in a way substantially similar to the APPs; or
 - Emerge & See expressly informs the individual that if he or she consents to the disclosure, Emerge & See will not be required to take reasonable steps to ensure that the overseas recipient complies with the APPs, and after being so informed, the individual consents to the transfer; or
 - if it is unreasonable or impracticable to obtain the individual's consent to the disclosure (noting that Emerge & See should be able to point to one or more clear reasons for this conclusion), and the disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual or to public health or safety; or
 - the disclosure of information is required or authorised by or under Australian law.
- (h) On request, Emerge & See will provide all individuals access to their own personal information, except where giving access would pose a serious threat to the life, health or safety of any individual or to public health or public safety or it is required or authorised by or under law to refuse access (amongst other things). Further, if Emerge & See is satisfied that the personal information is not accurate, out of date, incomplete, irrelevant or misleading and the individual requests Emerge & See to correct the information, then Emerge & See must take steps to correct it. Upon request, Emerge & See must take reasonable steps to attach a statement to the individual's personal information if Emerge & See refuses to correct that information.
- (i) Where for a legal or other reason we are not required to provide a person with access to their personal information, Emerge & See will consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.

- (j) Emerge & See will not charge the individual for making a request to access personal information, or the individual making a request to correct personal information, for correcting the information or for associating a statement regarding accuracy etc with the personal information. If Emerge & See otherwise charges the individual for giving access to personal information, the charge must not be excessive and must not apply to the making of the request.
- (k) If the use or disclosure of health information is necessary for research, or the compilation or analysis of statistics, relevant to public health or public safety and it is impracticable for Emerge & See to obtain the individual's consent before the use or disclosure, the use or disclosure is conducted in accordance with guidelines approved by the Commissioner under section 95A of the Privacy Act, and (in the case of disclosure) Emerge & See reasonably believes that the recipient will not disclose the information or personal information derived from that information, the organisation may make such a disclosure.
- (l) Emerge & See may use or disclose personal information if it has sufficient reasons to suspect that an unlawful activity, or serious misconduct, that relates to its functions or activities has been, is being or may be engaged in, and reasonably believes that the use or disclosure of personal information is a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities.
- (m) Emerge & See may further disclose personal information if its use or disclosure is reasonably necessary for one or more of the enforcement related activities conducted by, or on behalf of, an enforcement body, including the following, amongst other things:
 - the prevention, detection, investigation, prosecution or punishment of criminal offences, or breaches of a law imposing a penalty or sanction;
 - the enforcement of laws relating to the confiscation of the proceeds of crime;
 - the protection of the public revenue;
 - the prevention, detection, investigation or remedying of serious misconduct or other prescribed conduct;
 - the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.
- (n) For the purpose of this provision, Emerge & See must make a written note of the use or disclosure.

2.3 Storage

Emerge & See will:

- implement and maintain reasonable steps to ensure that personal information is protected from misuse, interference and loss, and from unauthorised access, modification or disclosure;
- before disclosing any personal information to an overseas recipient including a provider of IT services such as servers or cloud services, establish that they are compliant with the APPs. Emerge & See will have systems which provide sufficient security; and
- ensure that Emerge & See's data is up to date, accurate and complete.

2.4 Destruction and de-identification

Emerge & See will take reasonable steps to:

- destroy personal information, including from decommissioned laptops and mobile phones; or

- de-identify personal information (so that it is not about an identifiable, or reasonably identifiable, individual),

once it is no longer required to be kept for any purpose for which it may be used or disclosed, unless otherwise required to be retained by law. For example, the State privacy principles relating to health information impose certain obligations on Emerge & See about the length of time health records must be stored.

2.5 Data quality

Emerge & See will take reasonable steps to ensure the personal information it collects is accurate, complete and up to date, and in relation to the use or disclosure of that information, relevant to the purpose of the use or disclosure.

2.6 Openness

Emerge & See must:

- ensure that it manages personal information in an open and transparent way;
- have a clearly expressed and up to date privacy policy about the management of personal information by Emerge & See, which must contain the information prescribed by APP 1.4. It is good practice to review Emerge & See's privacy policy on a regular basis and to make any necessary amendments;
- make Emerge & See's privacy policy freely available and in an appropriate form, including in relevant publications and on Emerge & See's website;
- on request by a person or body for a copy of Emerge & See's privacy policy in a particular form, take reasonable steps to give that person or body a copy in that form; and
- when Emerge & See collects the personal information of individuals, ensure the individuals are notified or otherwise made aware of the matters prescribed by APP 5.2, commonly referred to as giving a 'privacy collection statement' (for example, that Emerge & See's privacy policy contains information about how the individual may complain about a breach of the APPs and how Emerge & See will deal with such a complaint).

2.7 Access and correction

- (a) Emerge & See will ensure individuals have a right to request access to the personal information we hold about them and to correct it if it is inaccurate, incomplete, irrelevant, misleading or not up to date.
- (b) If the individual and Emerge & See disagree about whether the information is accurate, complete, relevant, not misleading, and/or up to date, and the individual asks Emerge & See to associate with the personal information a statement claiming that the information is misleading or not accurate, relevant, complete or up to date, Emerge & See will take reasonable steps to do so.
- (c) Emerge & See will provide to the individual written notice that sets out its reasons for denial of access or a refusal to correct personal information, along with the mechanisms available to complain about the denial/refusal.
- (d) Emerge & See can withhold the access of an individual to his/her personal information if:
 - providing access would pose a serious threat to the life, health or safety of any individual or to public health or public safety; or
 - providing access would have an unreasonable impact upon the privacy of other individuals; or
 - the request for access is frivolous or vexatious; or

- the information relates to existing or anticipated legal proceedings between Emerge & See and the individual, and the information would not be accessible by the process of discovery in those proceedings; or
 - providing access would reveal the intentions of Emerge & See in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
 - providing access would be unlawful; or
 - denying access is required or authorised by or under law; or
 - providing access would be likely to prejudice one or more of the enforcement related activities (explained in further detail above) conducted by, or on behalf of, an enforcement body, or taking appropriate action in relation to suspected unlawful activity or serious misconduct concerning Emerge & See's functions or activities that has been, is being or may be engaged in; or
 - providing access would reveal evaluative information generated within Emerge & See in connection with a commercially sensitive decision making process.
- (e) Where Emerge & See refuses to give access to personal information on the ground that providing access would reveal evaluative information generated within Emerge & See in connection with a commercially sensitive decision making process, Emerge & See may include in its written notice explaining the reasons for refusal an explanation for the commercially sensitive decision and a copy of the personal information that informed the decision.
- (f) If Emerge & See decides not to provide the individual with access to the information on the basis of the above mentioned reasons, Emerge & See will consider whether the use of mutually agreed intermediaries would allow sufficient access to meet the needs of both parties.
- (g) Emerge & See may charge for providing access to personal information. However, the charges will be nominal and will not apply to lodging a request for access.

2.8 Identifiers

- (a) Emerge & See will not adopt as its own identifier of an individual a government related identifier. The Privacy Act defines a 'government related identifier' as an identifier that has been assigned by an agency or State or Territory authority (or one of their agents, acting in its capacity as agent), or a contracted service provider for a Commonwealth or State contract, acting in its capacity as contracted service provider for that contract (examples include Medicare numbers or driver licence numbers). Emerge & See may however adopt a government related identifier of an individual as its own identifier of the individual where the adoption is required or authorised by or under law, or where the identifier and Emerge & See is, and the adoption occurs in circumstances, prescribed by the regulations.
- (b) Emerge & See will not use or disclose a government related identifier assigned to an individual unless, amongst other exceptions:
- the use or disclosure is reasonably necessary for Emerge & See to fulfil its obligations to an agency or a State or Territory authority; or
 - the identifier and Emerge & See is, and the use or disclosure occurs in circumstances, prescribed by the regulations.

2.9 Anonymity

Emerge & See will allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis (or otherwise as required or authorised by or under law).

2.10 Making information available to other organisations

Where Emerge & See corrects personal information about an individual that was previously disclosed to other entity, Emerge & See must take reasonable steps to notify that other entity of the correction where it is requested by the person concerned (unless it is impracticable or unlawful to do so).

PRIVACY POLICY – FOR EXTERNAL USE AND PUBLICATION/PRIVACY ACT COMPLIANCE

PRIVACY POLICY

Your privacy is important

This statement outlines Emerge & See Ltd's (ABN 29 647 964 305) (**Emerge & See, we, us or our**) policy on collecting and managing personal information and how to contact us if you have any queries about our management of your personal information.

We understand that privacy is important to our members, customers and subscribers and to the other individuals that we have dealings with. Emerge & See is committed to protecting your privacy in accordance with the Commonwealth Privacy Act 1988 (Cth) (**Privacy Act**), including the Australian Privacy Principles (**APPs**) incorporated within the Privacy Act, in addition to other privacy and data protection laws applicable to us.

Emerge & See may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to operations and practices and to make sure it remains appropriate to the changing legal environment. Updated versions of this Privacy Policy will be posted at www.emergeandsee.org.au

Personal information

'Personal information' is information or an opinion, in any form and whether true or not, about an identified individual or an individual who is reasonably identifiable. Examples include an individual's name, address and email address.

'Sensitive information' is a special category of personal information, and includes information or an opinion about an individual's racial or ethnic origin, political opinions, religion, trade union or other political, professional or trade association membership, sexual orientation or practices, or criminal record, that is also personal information, and health information about an individual.

What kind of personal information does Emerge & See collect and how does Emerge & See collect it?

The kinds of personal information we collect and hold about you depends on the nature of your dealings with us and the circumstances of collection, including whether we collect the information from you as a member, customer, subscriber, volunteer, job applicant, provider, supplier, contractor or in some other capacity. For example, Emerge & See collects and/or holds personal information, including sensitive information, about an individual's:

- name;
- contact details, e.g. email address and phone number;
- identification details;
- details relevant to a member's claim/referral for legal, medical, financial and/or well-being services (e.g. claim details, lawyer details or other health information, such as rehab programs);
- payment details;
- interests, opinions and preferences relevant to our services and activities;
- records of communications and activity, including records of your interactions with us and website usage and app tracking information (please note that this information will not always be personal information, as some of it does not allow you to be identified);
- for job applicants and volunteers, we may also collect information about qualifications, skills, experiences, characters and screening checks (including health, reference, background, directorship, financial probity, identity, eligibility to work, vocational suitability and criminal record checks); and

- for volunteers, we may additionally collect information about training, terms and conditions, emergency contact details, performance, conduct, use of our IT and communications resources, and drug/alcohol tests.

If you deal with us in some other capacity, we may collect your name and contact details and any other information you choose to provide to us. We may also collect details of the interactions you have with us.

We will only collect sensitive information about you with your consent, unless we are otherwise required or authorised by or under law to do so.

If you provide us with personal information about another person, please make sure that you tell them about this Privacy Policy.

If you are or have been our employee (excluding our volunteers), the handling of your personal information may be exempt from the APPs if it is directly related to your employment relationship with us (see the section below titled 'In relation to employee records' for further information).

Personal information you provide:

Emerge & See will collect personal information in a number of ways, such as:

- directly from you, for example when you submit messages or electronic forms via our website or app or to email addresses displayed on our website, or provide information verbally on the phone;
- from analysis of information we already hold;
- from records of communications and activity as described above;
- from public sources; or
- from third parties.

You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

Personal information provided by other people:

In some circumstances Emerge & See may be provided with personal information about an individual from a third party, for example, a member's employer, insurance companies, lawyers, rehab providers or any other provider providing services to a member where it is unreasonable or impracticable for us to only collect personal information from that member..

In relation to employee records:

Under the Privacy Act, the APPs do not apply to Emerge & See's handling of employee records about an individual where directly related to a current or former employment relationship between Emerge & See and the individual. As a result, this Privacy Policy does not apply to Emerge & See's treatment of an employee record in such circumstances. However, this exemption under the Privacy Act does not apply in relation to personal information collected from job applicants, contractors or volunteers.

The purposes for which we collect, hold, use and disclose personal information

We collect, hold, use and disclose personal information for a range of purposes, including:

- to operate and improve our business and provide our services or products to you;
- to respond to your enquiries and requests;
- to process your orders and communicate with you about those orders;
- to screen orders made on our website and app for potential risk or fraud;
- to process donations and other payments made to us;

- to assess a member's claim/referral for legal, medical, financial and/or well-being services;
- to consider job and volunteer applicants and contractors for current and future engagement (see the sections below titled 'Job applicants and contractors' and 'Volunteers' for further information);
- identification of collaborative opportunities;
- to provide you with customer service, and deal with any complaints or feedback you may have;
- to operate our website and app, including to provide IT support or provide particular features (such as where you are required to log in);
- to improve and optimise our website and app (for example, by generating analytics about how you browse and interact with the website/app) and to assess the success of our marketing and advertising campaigns;
- to assist with Emerge & See's fundraising activities;
- for our administration, record-keeping, research, analysis, planning, service development, security and risk management;
- to manage our relationship with our members, customers, subscribers, providers, suppliers and contractors; and
- to provide you with information on Emerge & See events or products that you may be interested in. You can notify us using the contact details at the end of this Privacy Policy if you do not wish to receive such information.

We may use and disclose your information for other purposes required or authorised by or under law (including purposes for which you have provided your consent).

If we are unable to collect personal information from or about you, we may not be able to respond to your requests or enquiries or engage in other dealings with you (such as providing the full range of our services or website/app features).

How will Emerge & See use the personal information you provide?

Emerge & See will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related (or in relation to sensitive information, directly related) to the primary purpose of collection and reasonably expected, or to which you have consented (unless we are otherwise required or authorised by or under law to use and disclose your information for other purposes).

Email and 'Contact us' messages:

The content of any email or 'Contact us' or other electronic message that we receive, which may include personal information, may be monitored by our service providers or our employees for purposes including troubleshooting, compliance auditing and maintenance or where email abuse is suspected.

Marketing:

Emerge & See treats marketing and seeking donations for future growth and development as important. In relation to marketing, Emerge & See may use your personal information to contact you with information about our events or products that may be of interest to you. You can let us know at any time if you no longer wish to receive these communications, by contacting us (using the contact details at the end of this Privacy Policy) or using the opt-out/unsubscribe facility in our communications. Your consent will be deemed if you do not opt out when we offer you the opportunity to do so, and will remain current until you advise us otherwise. If we use your personal information obtained from elsewhere we may still send you marketing communications where you have consented (or as otherwise authorised under law) and which will also contain a functional opt out facility. We will always obtain your consent to use sensitive information for the purpose of our marketing communications.

Job applicants and contractors:

In relation to personal information of job applicants and contractors, Emerge & See's primary purpose of collection is to assess and (if successful) to engage the applicant or contractor, as the case may be.

The purposes for which Emerge & See uses personal information of job applicants and contractors include:

- for insurance purposes; and
- to satisfy Emerge & See's legal obligations.

Where Emerge & See receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Volunteers:

Emerge & See also obtains personal information about volunteers who assist Emerge & See in its operations, compliance with the law, and management.

Who might Emerge & See disclose personal information to?

In conducting our business, Emerge & See may disclose personal information, including sensitive information, held about an individual to third parties for the purposes outlined above. These third parties may include, where appropriate:

- financial institutions for payment processing;
- other grant-making organisations and organisations that assist with Emerge & See's fundraising;
- third party service providers, including delivery and shipping providers, electronic payment service providers, information technology service providers, marketing, promotional and market research agencies and external business advisors (such as auditors and lawyers), amongst other service and program providers; and
- in relation to volunteer and job applicants, employers seeking a reference, education providers and professional associations.

We may also disclose your personal information to other third parties and for other purposes where we are required or authorised by or under law to do so (including where you have provided your consent).

Sending information overseas:

We are not likely to disclose personal information to any person or entity located outside Australia.

How does Emerge & See treat sensitive information?

Sensitive information will be used and disclosed only for the purpose for which it was collected or a directly related secondary purpose where you reasonably expect us to use or disclose the information for that secondary purpose, unless otherwise required or authorised by or under law (including purposes for which you have provided your consent).

Management and security of personal information

We generally hold personal information in our own computer systems and those operated for us by our service providers. Emerge & See takes reasonable steps to protect the personal information Emerge & See holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. This includes implementing a number of measures to protect the security and integrity of your personal information in physical and electronic form. Some of the measures we use depending on the circumstances, include encryption of data, premises security, access controls, firewalls and backups.

Emerge & See further endeavours to ensure that the personal information you provide to us is treated confidentially, such as by requiring our employees and volunteers to respect the confidentiality of personal information and the privacy of individuals.

Please be aware that no data transmission over the internet can be guaranteed as completely secure. So, while we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us online and you should do so at your own risk.

If you are a member, subscriber or volunteer of Emerge & See, your username and password are essential for you to use the certain restricted-access sections of this website. For your own protection, we require you to keep these confidential in accordance with the Terms of Use.

Our website

Clickstream data:

The website's web server automatically logs clickstream data for statistical and system administration purposes such as:

- the domain name of visitors to our website;
- the IP addresses of visitors to our website;
- the URL of the website that referred you to our website (if applicable) or the search engine which referred you to our website (if applicable);
- aggregate information on the date and time when our website is accessed;
- aggregate information on the browsers and operating systems used by visitors to our website; and
- aggregate information on what pages are accessed.

Cookies:

A cookie is a small amount of data, which often includes an anonymous unique identifier, that is sent to your browser from a website's computers and stored on your computer's hard drive.

We may use session cookies, and other similar technologies to recognise your device and provide personalisation, as well as to help us understand where our visitors are going and how much time they spend there.

You may not be able to access or fully use our website and services if your device does not accept cookies from us.

Links to external websites:

This Privacy Policy does not apply to websites that we link to but do not operate. Linked websites are responsible for their own privacy practices, and we recommend that you read the privacy policy of such sites to familiarise yourself with their respective privacy practices.

Third party services:

Our website may use Google services such as Google Analytics from time to time. For more about how Google collects and processes data, and your privacy choices with Google, please see Google's privacy policy and their information at www.google.com/policies/privacy/partners/.

Access to and correction of your personal information

Emerge & See endeavours to ensure that the personal information it collects is accurate, complete and up-to-date. A person may seek to access or correct their personal information held by Emerge & See by contacting us, using the contact details at the end of this Privacy Policy.

Emerge & See may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, Emmerge & See may charge a fee to retrieve and copy any material. If the information sought is extensive, Emmerge & See will advise the likely cost in advance.

In some circumstances, we may not be required by law to provide you with access or to correct your personal information. In these circumstances, we will provide you with the reason(s) for refusal. If you disagree with our refusal to make a correction, you can request us to take reasonable steps to associate a statement with the information noting your disagreement.

How long will Emmerge & See keep my information?

The APPs and other privacy principles relating to health information under State legislation require Emmerge & See not to store personal information longer than necessary, unless required by or under law to retain the information. In particular, the State privacy principles relating to health information impose certain obligations about the length of time health records must be stored. Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed.

Enquiries and privacy complaints

If you would like further information about the way Emmerge & See manages the personal information it holds, please contact Emmerge & See (see details below). If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact Emmerge & See. If you are making a complaint, we may request additional details from you and may need to engage or consult with other parties in order to investigate and deal with your issue. We will keep records of your request and any resolution.

If you are not satisfied with our response, you can contact us to discuss your concerns or lodge a complaint with the Office of the Australian Information Commissioner (www.oaic.gov.au).

Contact details

Email: info@emmergeandsee.org.au
Phone: 0491 020 061