

## **Australian Rural Leadership Foundation Privacy Policy**

### **1. Introduction**

- 1.1. The Australian Rural Leadership Foundation Limited (ABN 80 056 874 787) ("**ARLF**", "**We**", "**Us**", "**Our**") is committed to protecting Your Personal Information.
- 1.2. This document sets out how ARLF may collect, store, use and disclose personal information. Any person who provides Personal Information to ARLF consents to ARLF using, storing, and disclosing that Personal Information in accordance with this Privacy Policy.
- 1.3. This Privacy Policy is available for free on ARLF's website, at rural-leaders.com.au, or by contacting ARLF directly and requesting a copy.
- 1.4. We may revise this Privacy Policy from time to time by publishing a revised version on Our website. That revised version takes effect from the time it is published.

### **2. Why does ARLF collect Personal Information?**

- 2.1. The Personal Information You provide is important to Us as it can be used to identify You, make it easy for Us to contact You, and to allow Us to efficiently carry out Our functions and activities.
- 2.2. ARLF only accesses and uses Personal Information for the purposes for which it was collected and for purposes directly related to that purpose.
- 2.3. Subject to clause 2.4 when dealing with ARLF, You may ask to not identify yourself or not use or disclose, or not let ARLF use or disclose, Your Personal Information. Alternatively, when dealing with ARLF, You may use a Pseudonym, and require ARLF to use a Pseudonym when dealing with You, in lieu of providing Your Personal Information.
- 2.4. You acknowledge and accept that ARLF cannot practically provide services to a person who wishes to engage ARLF but who is not prepared to provide his or her Personal Information. You acknowledge and accept that for ARLF to perform or provide You with services, Your Personal Information must be provided and must be correct and up to date so as to enable ARLF to verify Your identity and provide such services.
- 2.5. There may be circumstances where ARLF requires You to provide Your Personal Information and is unable to deal with You in a particular manner in the absence of Your Personal Information, including where:

- (a) ARLF is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves; or
- (b) It is impracticable for ARLF to deal with individuals who have not identified themselves or who have used a Pseudonym.

### **3. What Information does ARLF collect?**

- 3.1. We collect and hold Personal Information from Our program applicants, program participants, program graduates, sponsors, donors, supporters, volunteers, contractors, stakeholders, service providers, members, employees, and other individuals.
- 3.2. We will not collect any Personal Information unless it is reasonably necessary for Us to complete one or more of Our functions or activities.
- 3.3. Personal Information We collect and hold may include Your name, address, e-mail address, phone number, medical details, employment details, education details, credit card or bank account details. From time to time, We may collect more detailed Personal Information from You to assist Us with Our program evaluations, marketing material, for producing detailed reports and for enabling Us to meet requests for alumni to contact one another. You may also use ARLF's Alumni Portal to update Your Personal Information at any time.

### **4. How is Personal Information Collected?**

- 4.1. We collect Your Personal Information directly from You via Our website, email, phone calls or in person. We may also collect Personal Information when You:
  - (a) enter into an agreement with ARLF;
  - (b) enrol in one of Our programs or join one of Our networks;
  - (c) subscribe to any publication of ARLF;
  - (d) enter Personal Information into one of ARLF's forms or systems;
  - (e) contact ARLF by email, telephone, mail or social media; or
  - (f) apply for employment or a volunteer position with ARLF.
- 4.2. From time to time We may obtain Personal Information from third parties. When We do so, We will take reasonable steps to ensure that We make You aware of the collection of Your information in accordance with the Act.
- 4.3. ARLF will only collect information from You and not from other individuals or organisations, unless it is unreasonable or impracticable to do so.

4.4. Once ARLF no longer has a need for Your Personal Information then We will either destroy or de-identify the information when it is reasonably practicable to do so.

4.5. Where ARLF receives Personal Information about You from a third party which was not solicited, then that information will be dealt with in accordance with this Privacy Policy and the Act.

## 5. **Sensitive information**

5.1. We may collect Sensitive Information related to Your health and wellbeing which is likely to be shared with Our program providers. We will comply with the Act whenever We handle sensitive information.

5.2. ARLF will only collect any Sensitive Information about You where:

- (a) You provide consent for Us to do so, and if it is reasonably necessary for Us to carry out one or more of Our functions or activities;
- (b) the information relates to the activities of ARLF and to the members of ARLF, or to individuals who have regular contact with the organisation in connection with Our activities;
- (c) the collection is required or authorised by or under an Australian law or a court/tribunal order; or
- (d) ARLF is otherwise permitted by the Act or at law.

5.3. ARLF may disclose Your Sensitive Information, to a range of third party organisations which include, but are not limited to:

- (a) those entities that obtain services from ARLF, where appropriate;
- (b) individuals or entities that ARLF engages to carry out functions and activities on ARLF's behalf;
- (c) external service providers that provide ARLF with financial, legal, administrative, information technology, banking, travel, publications or other services; or
- (d) in other circumstances permitted by law.

5.4. Where possible, We destroy Sensitive Information after it is no longer required by Us.

## 6. **Links to other websites**

6.1. ARLF is not responsible for the privacy practices or content of the linked web sites and the other pages hosted by ARLF on behalf of non-ARLF agencies and organisations.

## **7. Use of Personal Information**

7.1. We use Your Personal Information primarily to:

- (a) complete all administration for Your participation in Our programs;
- (b) communicate with You during Your participation in Our programs and once You have completed a program;
- (c) communicate with Our network of sponsors, partners, members and supporters;
- (d) process payments and donations; and
- (e) enable all other activities and functions of the ARLF.

7.2. We may also make ancillary use of Your Personal Information, in addition to those matters set out above, where:

- (a) You would reasonably expect Us to use or disclose the Personal Information;
- (b) You have consented to Our ancillary use or disclosure of Your Personal Information; or
- (c) the use or disclosure is authorised by the Act, any other Australian law or Court order.

7.3. ARLF may use or disclose Your government related identifier if:

- (a) the use or disclosure of the identifier is reasonably necessary for Us to verify Your identity for the purposes of Our activities or functions;
- (b) the use or disclosure of the identifier is reasonably necessary for Us to fulfill Our obligations to an agency or a State or Territory authority;
- (c) the use or disclosure of the identifier is required or authorised by or under an Australian law or a court/tribunal order;
- (d) in other circumstances permitted by the Australian Privacy Principles.

7.4. We do not sell Your Personal Information to third parties.

## **8. Disclosure of Personal Information**

8.1. We generally do not disclose Personal Information to other organisations unless:

- (a) We believe it is reasonably necessary to conduct the functions and activities of ARLF;
- (b) You give Your consent; or

- (c) it is required or authorised by law including in emergency situations or to assist law enforcement.

8.2. ARLF may use or disclose Your Personal Information, in order to:

- (a) manage and administer the services We provide to You;
- (b) enable third parties engaged by Us to provide services on Our behalf;
- (c) assist You with enquiries;
- (d) charge You for the services We provide and collect any amounts You may owe to Us, including any debt recovery action; and
- (e) ensure that Our internal business operations are running smoothly including any reporting or legal requirements We may be required to fulfil.

8.3. ARLF may from time to time disclose Your Personal Information, that is not Sensitive Information, to a range of third party organisations which include, but are not limited to:

- (a) those entities that obtain services from ARLF, where appropriate;
- (b) individuals or entities that ARLF engages to carry out functions and activities on ARLF's behalf;
- (c) external service providers that provide ARLF with financial, legal, administrative, information technology, banking, travel, publications or other services; or
- (d) in other circumstances permitted by law.

8.4. ARLF does not currently disclose any Personal Information to overseas parties. However, from time to time ARLF may be required to disclose Personal Information to overseas parties. In this circumstance, ARLF's Privacy Policy will be amended to reflect the countries which the Personal Information is disclosed to, and ARLF will take such steps as are reasonable to ensure that any overseas recipient does not breach the Australian Privacy Principles in relation to the Personal Information.

## 9. **Security and storage of Personal Information**

9.1. Information may be stored in hard copy or electronic format in facilities that ARLF owns and operates itself, or that are owned or operated by ARLF's service providers.

9.2. If contract service providers are used, they will be bound by Our Privacy Policy. We require Our employees, contractors, and third party service providers to respect and protect the confidentiality of Personal Information We hold.

9.3. Our electronic database is secured by a firewall and anti-virus software to ensure, so far as practicable, that it is not accessed by unauthorised parties. This website has security

measures (minimum 128-bit secure sockets layer encryption) designed to protect against the loss, misuse and/or alteration to Your Personal Information under Our control. Secure pages on Our website are protected by a 128-bit Secure Sockets Layer certificate. A security icon visible on Your screen, for example a padlock, confirms that Your browser supports SSL security. You should click on the security icon to verify the security certificate on Our website.

9.4. All unencrypted information exchanged via the internet may be accessed and used by people other than those for whom it is intended; if You send Us any Personal Information by email it is sent at Your own risk.

9.5. ARLF may retain Personal Information, for the longer of:

- (a) 7 years after ceasing to provide products or services to You;
- (b) until We no longer need the information for any purpose for which the information may be used or disclosed; or
- (c) in perpetuity if it is a Commonwealth record,

after which time ARLF will take such steps as are reasonable in the circumstances to destroy the Personal Information or ensure that the Personal Information is de-identified.

## 10. **Marketing**

10.1. Where ARLF has collected Your Personal Information directly from You, ARLF will only use or disclose Your Personal Information for the purposes of Direct Marketing if:

- (a) You would reasonably expect that Your Personal Information would be used for the purposes of Direct Marketing;
- (b) You have not advised ARLF that You do not want Your Personal Information to be used for the purposes of Direct Marketing; and
- (c) it is required in accordance with the Act.

10.2. This Clause 10 is subject to the operation of other Direct Marketing legislation including the *Do Not Call Register Act 2006 (Cth)* and the *Spam Act 2003 (Cth)*.

10.3. We will not disclose any Sensitive Information about You, unless You have provided express consent for Us to do so.

## 11. **Access to Personal Information**

11.1. Under the Australian Privacy Principles, You have a right to access Your Personal Information held by Us free of charge, unless a permitted exception exists at law. If You

would like to access the Personal Information that ARLF holds, please let ARLF know by making a request directly to the ARLF through the contact details provided in this Privacy Policy. ARLF will provide You with access to Your Personal Information within a reasonable period after the request, unless exempted by the Australian Privacy Principles.

- 11.2. We take reasonable steps to ensure that Personal Information We collect, hold, use and disclose is complete, accurate, relevant and up-to-date. If however You find that the Personal Information ARLF holds about You is inaccurate, please contact ARLF and We will amend Your Personal Information free of charge.
- 11.3. When You update any Personal Information held by Us, We will upon request, take such steps as are reasonable in the circumstances to correct any Personal Information that We have previously disclosed to another party.
- 11.4. If You wish to have Your Personal Information removed from Our database, We will take reasonable steps to comply with Your request unless We need to keep Your information for legal, auditing or internal risk management reasons.
- 11.5. You may also use ARLF's Alumni Portal to update Your Personal Information at any time. This portal is accessed by ARLF staff and alumni.

## 12. **Complaints**

- 12.1. Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to Your Personal Information should be made to the ARLF directly, via the contact details in clause 13. Any complaints will be dealt with in accordance with Our grievance policy, a copy of which is available on request.
- 12.2. ARLF will respond to Your complaint within a reasonable period, and try to resolve Your complaint for You. If We are unable to resolve Your complaint or You are unhappy with the outcome, You may be able to lodge a complaint with the relevant regulator, such as the Office of Australian Information Commissioner via its enquiries line on 1300 363 992, or via its website at <http://www.oaic.gov.au/>.

## 13. **Contact Details**

- 13.1. If You would like to request access to or amend Your Personal Information, would like to make a complaint regarding ARLF's conduct in relation to Your Personal Information, or have any general enquiries in relation to Your Personal Information, please contact the ARLF via the following details:

Phone: +612 6281 0680

Email: [info@rural-leaders.com.au](mailto:info@rural-leaders.com.au)

Post: PO Box 298, Deakin West ACT 2600

## 14. Definitions

In this Privacy Policy the following words have the following meaning:

- (a) **“Act”** means the *Privacy Act 1988* (Cth);
- (b) **“Australian Privacy Principles”** means the Australian Privacy Principles set out in Schedule 1 of the Act;
- (c) **“Direct Marketing”** means the use or disclosure of Personal Information for the purposes of communicating directly with an individual to promote goods or services;
- (d) **“Personal Information”** has the same meaning as in the Act;
- (e) **“Privacy Policy”** means this Privacy Policy;
- (f) **“Pseudonym”** means a name, term or descriptor that is different to an individual’s actual name;
- (g) **“Sensitive Information”** has the same meaning as in the Act; and
- (h) **“You”** means a person to whom this Privacy Policy applies and **“Your”** has a corresponding meaning.