



# NATIONAL TRUST *Of* AUSTRALIA (WA)

## **National Trust of Australia (WA) Privacy Policy**

National Trust of Australia (WA) (“we”, “our”, “us”, “NTWA”) is bound by the Australian Privacy Principles (**APPs**) and the *Privacy Act 1988* (Cth) (**Privacy Act**). This means that we are required to have in place policies and procedures to protect the personal information that we collect about you. Our privacy policy reflects these policies and procedures.

We have drafted this privacy policy to comply with the APPs.

### **1. Key terms used in our privacy policy**

Key terms used in our privacy policy having the meanings given to those terms in the Privacy Act.

### **2. Why do we collect your personal information?**

NTWA was established to:

- raise awareness, knowledge and promote commitment to Western Australia’s natural, historic and Aboriginal heritage;
- conserve and interpret heritage places managed by us;
- advocate for conservation of heritage places which are under threat;
- establish and administer heritage appeals on behalf of local government and community groups to raise funds for conservation educate the community about heritage; and
- support the wider community by collaborating with other community organisations.

We utilise volunteers to assist us to achieve our objectives. We also:

- solicit and collect donations from the community and members to fund our activities;
- hold social events for our members to raise awareness and generate discussion about heritage issues;
- distribute publications to raise heritage awareness, including our quarterly national magazine and Trust e-News; and
- sell heritage-related products and merchandise through our online store, to generate funds to continue our conservation activities.

If you sign up to be one of our members or apply to be a volunteer with us to assist us in achieving our objectives, we will collect and keep a record of your personal information.

We also carry out other activities that assist us to pursue our objectives, such as hiring and managing our employees. We may collect your personal information when we carry out these activities, for example, if you apply for a job with us and send us your CV, this will be a collection of your personal information by us.

### 3. What personal information do we collect and keep in our records?

**Members:** If you apply to be one of our members we collect your name and contact details (including your address, telephone number, fax number and email address) and your date of birth.

**Volunteers:** If you apply to be one of our volunteers we collect your name and contact details (including your address, telephone number and email address) as well as your date of birth, next of kin, details about your health and details contained in a police clearance and working with children check.

Details about your health, your police clearance and working with children check are sensitive information. We will only collect this information from you if you give us your consent to do so, however we may not be able to process your application if you don't provide your consent.

There are some situations where the APPs allow us to collect sensitive information about you without your consent, for example, if to do so would reduce a serious threat to your life or health, but we prefer to get your consent if possible.

**Making a donation:** If you make a donation to us we collect your name, address, telephone number, email address and billing information.

**Subscribing to receive our publications:** You can subscribe to receive our publications on our website. If you do so, we collect your name and email address.

### 4. How do we collect personal information about you?

**Directly from you:** We usually collect your personal information from you directly when you apply to be one of our members or volunteers, when you make a donation through our website or subscribe to receive our communications on our website. We may also collect your personal information when we speak to you on the telephone, when we correspond with you over email, when we meet with you in person, or if you provide us with documents that contain your personal information. When we collect your personal information we will do it in a lawful, fair and non-intrusive way. We will only collect sensitive information from you directly, except where it is unreasonable or impracticable to do so.

**From third parties:** Sometimes we will collect your personal information from a third party. We will only do this if it is unreasonable or impracticable to collect the information from you directly or if we are required or authorised by an Australian law or court/tribunal order to do so. If we do collect personal information about you from third parties, we will take reasonable steps to let you know that we have collected your personal information and provide you with details of how you can access our privacy policy.

**Information you give us about someone else:** If you supply us with the personal information of a third party, such as a family member or a friend, we will accept that information from you on the basis that you have their permission to give us that information.

**Cookies:** Our website uses 'cookies' (a Google Analytics service) which are small text files placed on your computer to help our website analyse how it is used. The information generated by the cookie about your use of our website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google uses this information to evaluate website use, compile reports on website activity for website operators and provide other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

Google does not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. However,

please note that if you do this you may not be able to use the full functionality of our website. By using our website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

**Dealing with us anonymously:** You can choose to deal with us without giving us any of your personal information, but in some circumstances it might be impracticable for you to do so, for example if you wish to apply to be a member or one of our volunteers.

## **5. How do we store and protect your personal information?**

We take reasonable steps to protect your personal information from misuse, interference, loss, unlawful access, modification and disclosure.

We store hardcopy documents containing your personal information in secure facilities.

Electronic documents are stored with security measures implemented to ensure the security and confidentiality of the documents and the personal information contained in them. From time to time our server backs up the data on it and that backup is sent to our IT service provider in East Perth, Western Australia.

## **6. What do we do with your personal information?**

Generally, we will only use your personal information for the purpose that we collected it for.

However, we may use your personal information for secondary purposes that relate to us pursuing our organisation's objectives or activities if we have your consent to do so or without your consent if you would reasonably expect us to use your information for the secondary purpose.

We will only use your personal information for a secondary purpose if it is related to the reason why we collected your personal information.

We will only use sensitive information about you for a secondary purpose if it is directly related to the reason why we collected the sensitive information about you.

In some circumstances we are permitted or authorised by or under an Australian law or a court/tribunal order to use or disclose your personal information, including sensitive information. Examples of this include where disclosure of your information will reduce or prevent a serious threat to life, health or safety or where our disclosure is in response to any unlawful activity.

## **7. Direct marketing**

We may, from time to time, use your personal information to send you our magazine, our Trust e-News, details of any public events that we are organising or requests for donations. This may be considered to be 'direct marketing' under the APPs. We do not give or disclose your personal information to any third parties for direct marketing purposes.

We will only use your personal information for direct marketing purposes, if:

- we collected the personal information we use for the direct marketing from you; and
- you would reasonably expect us to use your personal information for direct marketing.

If you would prefer not to receive our emails, our magazine or any other marketing materials from us, please email our Privacy Officer with a request to unsubscribe from receiving

communications from us or click on the word 'Unsubscribe' in one of our email communications.

We will also act in accordance with the *Do Not Call Register Act 2006* and the *Spam Act 2003*.

## **8. Receipt of unsolicited personal information**

If we receive personal information that we did not take any active steps to collect, we will determine whether or not the personal information is of the type that we would ordinarily collect as part of carrying out our objectives. If the personal information is not of the type that we would ordinarily collect, we will destroy or de-identify that personal information provided it is lawful and reasonable to do so, and the information is not contained in a Commonwealth record.

If it would be unlawful or unreasonable to destroy or de-identify the information, or if the information is contained in a Commonwealth record, we will retain the information and it will be protected by our privacy policies and procedures.

## **9. Quality of personal information**

We will endeavour to take reasonable steps to ensure that the personal information that we collect is accurate, up-to-date and complete. If you think that the personal information we hold about you might be out of date and needs to be corrected, please contact us.

## **10. Disclosure to overseas recipients**

We do not disclose any personal information that we collect to overseas recipients. We store the personal information that we collect in Western Australia.

## **11. Access to personal information**

If you would like to access the personal information that we hold about you, please write to our Privacy Officer. You can also post your request to us at our address set out below. We will respond to your request within a reasonable time.

There are some situations where we will not be able to give you access to personal information, for example if giving you access would breach someone else's privacy rights.

Generally, we will not charge fees for giving access to personal information. However, we reserve the right to charge reasonable fees where requests for personal information contain complications or are resource intensive.

## **12. Correction of personal information**

If you would like to correct personal information that we hold about you, you can write to, telephone or email our Privacy Officer. Our contact details are set out below.

## **13. Complaints**

If you believe that we have breached your privacy rights, you may make a written complaint to our Privacy Officer. Our Privacy Officer's contact details are set out below.

The Privacy Officer will review your complaint, consider our conduct in relation to the complaint and the requirements of the APPs, and will consider appropriate action. The Privacy Officer will inform you of his or her decision within 30 days of receiving the complaint.


If you are unhappy following the determination of the Privacy Officer, a complaint may be made to the Office of the Australian Information Commissioner.

**14. Our contact details**

You can post requests to our Privacy Officer at PO Box 1162, West Perth WA 6872, Australia, or email requests to [privacy@ntwa.com.au](mailto:privacy@ntwa.com.au).

Our telephone number is (08) 9321 6088. Please ask to speak to our Privacy Officer.

*\*This policy was last updated on 24 November 2014.*

<p><b>APPROVED:</b></p> <p> (Signature) <b>Thomas E. Perrigo</b> <b>Chief Executive Officer</b> <b>National Trust of Western Australia</b></p>
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<b><u>CONTROL AND REVIEW SCHEDULE:</u></b>	
First Approved	24/11/2014
Periodic Review	Every five years
Next Review Date	November 2019
Intranet Web Page:	_____
RecFind File No:	_____
RecFind EDOC No:	_____