



Support Act Privacy Policy

Support Act Limited (ABN 43 079 588 604) (**Support Act**) respects the privacy of individuals we deal with. Support Act is committed to protecting your personal information in accordance with the Australian Privacy Principles in the *Privacy Act 1988* (Cth).

This Privacy Policy describes what personal information we collect and hold about you, what we do with it, and how we protect your personal information. It also explains how you can access, correct or update the personal information we hold about you.

1. What kind of personal information we collect

We only collect personal information that we need to carry out one or more of Support Act's functions and/or to provide you with one of our services. Some examples of the personal information we collect include:

- name and contact details (including postal addresses, email addresses and phone numbers) of donors, recipients of support services, application referees, suppliers, volunteers and service providers;
- name and contact details of members;
- name and contact details of persons seeking support, or the friends or family members of persons seeking support;
- employment history of persons seeking support;
- information regarding citizenship or permanent residency of persons seeking support;
- social media handles and personas;
- names, contact details and work experience of job applicants and volunteers; and
- financial information of donors and persons seeking support, including credit card numbers, bank accounts and other financial information.

We sometimes also collect sensitive information, such as medical history, if you have consented (for example through submission of a form requesting the sensitive information) and the information is reasonably necessary for or directly related to one of our functions or services. When we collect and use this information, we only do so in strict accordance with the purpose for which the information was supplied, for example assessing claims for financial assistance.

2. How we collect personal information

Where possible, we will collect your personal information directly from you. This may include collections via:



- email and other written correspondence sent to and from Support Act about fundraising efforts and events, appeals, crisis assistance or general queries;
- phone conversations via Support Act's general lines or via the Wellbeing Helpline;
- applications for crisis and financial assistance;
- membership applications;
- donation forms;
- posts on Support Act's social media channels, including Twitter, Instagram and Facebook; and
- job applications by prospective employees and volunteers.

While we often collect personal information about you directly from you, we occasionally receive personal information from third-party sources such as third party fundraising platforms (for example *Everyday Hero Pty Ltd*, *MyCause*, *PayPal* and *Givergy Inc.*), contractors, health professionals and persons that may be making applications for assistance on your behalf. Where this occurs and it is unclear whether you have consented to having your personal information disclosed to us, we will take reasonable steps to ensure that you are aware of the collection of personal information and the purposes for which it was collected.

3. Online privacy issues

We may place cookies on your computer or your mobile device to improve your experience on our website. A cookie is a small text file that may be placed on your device to store information. A cookie does not identify individuals personally, but it does recognise your browser. You can change your privacy preferences regarding the use of cookies and similar technologies through your browser. You may set your browser to accept all cookies, require your consent before a cookie is placed in your browser, block certain cookies or block all cookies. Please note that if you restrict the use of cookies on your computer, you may not be able to use the full functionality of the website.

We may also from time to time use statistical information collection tools (such as Google Analytics). Google Analytics uses cookies and JavaScript code to enable analysis on usage of this website. We do not collect or store personally identifiable information about visits. Google will not collect personal information about you and the reports provided by Google to us only contain aggregate, non-personal data about your use of this website. The data collected via Google Analytics is stored on Google's servers and is accessible by Google. Google will use this data for the purpose of compiling reports on website activity for us and providing other services relating to website activity and internet usage. By using this website, you consent to the processing of data by Google as set out in Google's [Privacy Policy](#). You can opt out of Google Analytics if you disable or refuse the cookie (go to [Ads Settings](#)), disable JavaScript, or use the [opt-out service](#) provided by Google.



Our website and other social media channels (including, Twitter, Facebook and Instagram) may contain links to online services operated by third parties. You should be aware that when you access a third-party service, we are not responsible for the privacy practices and policies of that third party. We suggest that you review the privacy policy for each website, social media channel and other online service that you visit, especially if you intend to disclose any personal information.

4. How we use and disclose personal information

We use and disclose your personal information for the primary purpose of delivering our services to you. These primary reasons can include:

- assessing and providing crisis support services;
- managing fundraising events;
- processing payments for sale of goods;
- administrating the Help-A-Mate service, including donation appeals and benefit concerts;
- operating the Support Act Wellbeing Helpline and any of our other telephone support services;
- responding to general queries;
- managing and resolving any legal or commercial complaints or issues; and
- sending direct marketing material to you regarding our fundraising activities and events (if you have opted in to receive such material).

We also use personal information for directly related secondary purposes such as processing online payments, general business administration and for improving our services to you.

We may need to disclose your personal information to third parties to carry out some of our functions. This may include external support services (e.g. our legal, financial and business advisors, information technology services providers, credit card providers and financial institutions associated with processing your online payment). We will only disclose your personal information to other persons or organisations for the primary purpose for which we originally collected it, with your consent, or if we are required to do so by law or legal proceedings. We may also disclose your information to protect the rights, property or safety of either you, our other clients or third parties.

Personal information provided by applicants, persons making applications on applicant's behalf, or third parties will be accessed and handled by paid Support Act staff. From time to time volunteers may also be engaged to assist us, under the direction of Support Act staff. To avoid doubt all staff and volunteers are required to handle personal information in accordance with this Policy and are required to sign a confidentiality agreement.



4.1 Overseas Disclosures

Support Act uses the services of third-party service providers whose offices and facilities are based outside of Australia. This can include cloud-based storage services. As a result, some personal information we have collected may be transferred to and stored in destinations outside of Australia, including but not limited to the United States of America. We take reasonable steps to ensure that your personal information remains confidential and is only used for the purpose it was provided for.

5. How we store and protect your personal information

Support Act takes the security of your personal information seriously, taking reasonable steps to ensure that the information we hold about you is secure. We store most personal information on computer systems and databases operated by either us or our external service providers. This personal information is held on password protected cloud-based storage services, such as Dropbox. Access to these web-based services and files are restricted to authorised members of staff and volunteers. Some personal information about is recorded in hard copy files that we store securely. These hard copy files are destroyed when digitalised.

We also take reasonable steps to ensure that our employees, volunteers and service providers respect the confidentiality of the personal information that we hold about you.

6. What if you do not provide us your personal information?

You are free to provide or not provide us with any personal information. However, in the absence of certain personal information, we may not be able to provide you with the services or information that you may need from us.

7. How you can access and update your personal information

Under the *Privacy Act 1988* (Cth) you have a right to access the personal information we keep about you. However, there are some circumstances in which we are not required to give you access to your personal information. We will take reasonable steps to ensure the personal information we hold about you is accurate and up to date. Should you wish to access, update or correct the personal information we hold about you, please contact Support Act (see below for contact details).

8. How we handle information we no longer need

We only retain personal information for as long as it is needed by us. We will take reasonable steps to destroy or de-identify your personal information as soon as practicable after it is no longer needed for the purpose for which it was collected. However, the law may require us to keep your personal information after your relationship with us ends. If this applies, we will continue to protect your personal information in accordance with this Privacy Policy.



9. When changes are made to the Privacy Policy

This policy may be changed from time to time. The most up to date version of the policy will be posted on Support Act's website and will come into effect from the time it is published. By continuing to use our website or services after we post any changes, you accept the Privacy Policy as modified.

10. How you can contact Support Act

If you require further information about this Privacy Policy, want to update your information or make a complaint about the steps we have taken to protect your personal information or privacy, please contact Support Act:

- by phone at 1300 731 303;
- by email at admin@supportact.org.au; and
- by post at PO Box 2190 Clovelly NSW 2031.

We will endeavour to provide you with a response within 30 days of your request.

This policy was last updated April 2020.