

The Abbotsford Convent Foundation's (ACF) Privacy Policy

This Privacy Statement reflects the ACF's firm commitment to you. It sets out our policies in relation to the way we collect and handle information.

The ACF's specific procedures and guiding have been separated into the following categories to create an easier path through the Privacy Policy:

1. Introduction
2. How we collect and use personal information
3. How we collect data via the ACF's website
4. How and when we disclose information
5. Your Rights

1. Introduction

The Abbotsford Convent Foundation, 1 St Heliers Street, Abbotsford, Victoria, 3068, Australia is committed to the protection of your personal information in accordance with the National Privacy Principles set out in the Privacy Act 1988 (Cth) and the Information Privacy Act 2000 (Vic).

The ACF collects two types of information. The first type is anonymous information. For instance, we may collect information to tell us that five hundred people download this Privacy Policy from the website this month but we do not know their names, where they live or their date of birth - they are 'anonymous' to us. The second type of information that the ACF collects is personal information. 'Personal information' is any information or opinion (recorded in any form) about a person, whether true or not, from which that person may be identified. The ACF will collect personal information when you provide it to us, that lets us know the specifics of who you are; such as your name, email or postal address. With this information, the ACF can provide a variety of personalized and enhanced services that are not available to anonymous users. We hope that you will find it beneficial to provide individually identifiable information about yourself to us because it will make our services more valuable to you.

We collect anonymous and personal information from a variety of sources, such as when you:

- access our website, or
- voluntarily provide us with your personal information via email, telephone, post or online, or
- attend the site located at 1 St Heliers Street in Abbotsford

We encourage you to read our Privacy Statement regularly as it may change from time to time.

For more information on Australian Privacy Principles please refer to Office of the Australian Information Commissioner in the following ways:

Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Write to: GPO Box 5218, Sydney NSW 2001

2. How we collect and use personal information

General collection of personal information

We collect personal information in a variety of circumstances. For example, when you:

- apply for employment or to become a volunteer with the ACF
- apply for tenancy at the ACF
- sign up to the ACF's tenancy register
- apply to exhibit in c3 Contemporary Art Space
- sign a tenancy lease with the ACF
- hire a venue at the ACF
- buy a ticket to attend a workshop programmed by the ACF
- complete a market research survey or customer feedback questionnaire
- request information from us (via email, telephone or post)
- make a donation to the ACF
- sign up to the ACF's newsletter /mailing lists
- provide feedback either via the phone, email or through our website form
- send us an invoice

We collect different types of information for different reasons. For example, when you apply for a tenancy with us, or request information from us, we collect contact details from you (which may include your name, email address, postal address, mobile phone number and/or other phone numbers) so that we can:

- contact you, or
- send information that you have requested.

We collect financial information (such as credit card details) from you in order to receive payment from you for donations, services or products that you order. We may also collect your birthday information (optional) for possible future use in various promotions.

We also collect information on an optional basis about your preferences (such as types of seminars or events you may be interested in attending) and other demographic and profile data (such as postcode, age range), so that we can tailor the information we provide to you according to your preferences. We sometimes provide this information to our supporters on an aggregated basis (that is, without identifying any individual).

On occasion, we collect information about potential donors, sponsors or members from information that is publicly available (such as the Who's Who publication). We use this information to help us develop our donor and sponsorship programs.

Sensitive information

The ACF does not collect any information about your racial or ethnic origin, political opinions or membership, religious or philosophical beliefs, trade association or union membership, sexual preferences or criminal record, unless:

- you have given us specific consent to do so, or
- where we are required by law to do so, or
- it is necessary to prevent a serious and imminent threat to the life or health of a person, or
- it is necessary for the establishment, exercise or defense of a legal claim.

Maintenance, storage and security of personal information held by the ACF

The ACF aims to keep your personal information secure and up to date. Any personal information that is collected via the website or which is held on the ACF's computer systems is protected by safeguards including physical, technical (firewalls, SSL encryptions etc) and procedural methods. The ACF does not collect sensitive or financial information about its users via its website. Personal information that is held by the ACF in hard copy is stored securely on its premises and is only disclosed or used for the purposes described in this Privacy Policy.

You can update your profile information in relation to receipt of the ACF e-bulletins at any time by logging onto the website and following the appropriate links. Other personal information provided voluntarily by you in response to surveys, competitions etc is archived on a regular basis and treated as confidential information. Testimonials, complaints and other feedback may be stored indefinitely.

ACF staff use of and access to personal information.

The ACF employees and contractors may also be users of the website and their employment may give them access to information not generally available to other users. The ACF has taken all reasonable steps to prevent unauthorized access of its computer systems by the ACF staff and requires that its employees and contractors comply with the Privacy Policy.

3. How we collect data via the ACF's website

As a user or potential user of the ACF website, the ACF may seek and collect information from you for marketing and internal reporting purposes. This Privacy Policy describes the manner in which the ACF collects, holds and uses personal information via our website.

The ACF will not collect any personal information about visitors to the website except when they knowingly provide it or as otherwise described below. For example, the ACF will collect personal information from users to its website when they register to receive e-mail notifications or the ACF's e-bulletins.

Click stream data

Click stream data is information about the path that a user takes while using the web. As a basis for making ongoing site improvements for users, the ACF collects click stream data to measure and evaluate site use for statistical, marketing and reporting purposes. When you visit the ACF's website, we record your visit and log information about your visit. Some of the information we log includes:

- your server's address
- your top-level domain name (for example .com, .gov, .au, .uk, etc.)
- times and dates of visits to the site
- pages accessed and files downloaded
- your operating system
- the type of browser you are using; and
- the address of the site that has referred you to the ACF's website.

We use this information to help us improve visitors' online experience and the collection of this type of information is common on most websites. A summary form of this information is sometimes shared with our stakeholders. The ACF does not identify or record specific individual user details such as the names and addresses of users.

Cookies

Cookies are small text files that are transferred to a user's computer hard drive by a website for the purpose of storing information about a user's identity, browser type or website visiting patterns. If you access the website, a cookie may be downloaded onto your computer's hard drive when you first log onto the website and if it is, it will be automatically deleted when you log out or close your web browser.

Many web surfers object to having files, like cookies, placed onto their hard drive without their permission. There are various things you can do to avoid cookies if you do not trust them, these include:

Setting the browser cookie file to be Read Only. Whether you can do this or not may depend on what sort of Operating System (OS) or browser you are using. If you can do this then the cookies will only last for as long as your browser is running.

- Setting up your computer to delete the cookies file whenever you start your browser.
- Many browsers allow you to adjust settings so that you are notified when a cookie is to be written to your computer. However there may be instances where there are so many cookies that it becomes annoying to reject them all.
- Installing a software product which will reject or manage cookies for you, these include Cookie Crusher, Cookie Pal and Cookie Cruncher. You can perform an internet search to find them.

Web Beacons

Web beacons are images that originate from a third party site to track visitor activities. The ACF does not currently use web beacons to track the visiting patterns of individuals accessing its website and no third party collects information from this website.

Links to other sites

The ACF's website may contain links to other websites that are not operated or controlled by the ACF. The ACF takes reasonable care in linking websites, however any links are provided for convenience only and may not be current. Links to external websites do not constitute an endorsement or a recommendation of any material on those sites or of any third party products or services offered by, from or through those sites. This website privacy statement does not extend beyond the ACF's website. Use of external links provided by this website is at your own risk. When linking to other sites, you should familiarise yourself with their website privacy statements.

Protecting children and their privacy

The ACF's website is intended for use by people of all ages but please be aware that some exhibition content may explore confronting themes and include partial or full nudity. We ask that persons under the age of 18 have a parent or guardian supervise access to our site and verify any registration or data submission. We strongly encourage parents and guardians to talk to their children about their use of the Internet and the information they disclose to websites.

4. How and when we disclose information

Our Commitment

The ACF treats personal information that we collect from you in the same way that we treat other confidential information. The ACF will not sell to anyone the information that we collect about you. If, at any time, you do not wish to receive promotional information, you can contact the ACF so that your name can be removed.

Other than as set out in this Privacy Policy or as authorised by you, the ACF will not disclose any of your personal information to any other organisation unless the disclosure is required by law or is otherwise permitted by the National Privacy Principles.

In addition to disclosing your personal information to other users where authorised by you, the ACF may disclose information of users, including you, to its business partners, but only on terms requiring them to comply with this statement.

The ACF will not disclose to a third party, the information which we collect about you, except where it is necessary to conduct our business (ie mail house or financial institution), and then only if the third party:

- first enters into appropriate confidentiality undertakings with us, or
- has a privacy policy, which is similar to ours.
- in the case of an overseas third party, only if the Australian Privacy Principles can be reasonably expected to apply in a comparable policy.

Secondary use of information

We may use or disclose personal information which we collect from you for a purpose (the 'secondary purpose') which is different from the primary purpose of collection, if:

- the secondary purpose is related to the primary purpose, and
- you would reasonably expect us to so use or disclose such information.

For example, if we collect information about your attendance at a particular event, we may use that information to provide you with promotional materials about a similar event in the future. However, if we do this, we will always give you an opportunity to 'opt-out' (that is, to request not to receive any such promotional materials in the future).

We can also use or disclose personal information for a secondary purpose if it is permitted under the Information Privacy Principles (of the Information Privacy Act 2000). For example:

- where you have given us specific consent to do so, or
- where we are required by law to do so, or
- it is necessary to prevent a serious and imminent threat to the life or health of a person, or
- as a necessary part of an investigation of unlawful activity.

Marketing

The ACF may use your personal information to provide you with promotional material about the Abbotsford Convent or any of the services offered by the ACF. As noted above, if you do not wish to receive this type of promotional material the ACF will always give you the opportunity to 'opt-out' or you can contact the ACF (details are listed in this policy) at any stage in the future and the ACF will remove your name from the ACF's marketing lists. You also have the right to request the origin of the information if you suspect the personal information was received without your consent

The ACF may also disclose your information to other persons in order to give effect to legally binding agreements between you and the ACF. For example, if you have agreed to pay for a particular item, the ACF may give your details to the provider so they can invoice you. The ACF may also disclose your personal information to its website host and technology service providers in certain limited circumstances, for example; when the website experiences a technical problem, to ensure that it operates in an effective and secure manner. Otherwise, the ACF will not disclose any of your personal information to any other organisation unless the disclosure is required by law or is otherwise permitted by the National Privacy Principles.

5. Your Rights

Security of information

The ACF will take all reasonable steps to protect the personal information that we hold from misuse and loss and from unauthorised access, modification or disclosure.

The inherent nature of the internet means that the security of any transmission of information to us using the internet cannot be guaranteed. However, once the information reaches our control it is protected by our computer network's firewall, which is designed to prevent unauthorised access to our computer network.

Consent

The ACF will only collect and use personal information with your consent and only within the limits of this Privacy Policy. If you choose not to provide your personal information to the ACF for the purposes set out in this Privacy Policy, it is possible that the ACF will not be able to provide you with the requested product or service.

We do not solicit third parties to disclose personal information for direct marketing or any other purpose. If it is clear that your personal information is given to us without your consent, we will de-identify the information and not store or disclose it, except when relevant to an enforcement body.

Your right to access and correct information

We will take all reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date.

You have the right to access personal information that the ACF holds about you. If the information we hold about you is inaccurate, incomplete or out of date, you can ask us to modify our records.

If you request access to your personal information, we will grant your request unless providing you with access would unreasonably impact upon the privacy of others or is not otherwise permitted under the National Privacy Principles. If the ACF refuses your request to access your personal information, it will provide you with reasons for this refusal. A request for access can be done in any of the following ways:

Telephone: 03 9415 3600
Email: info@abbotsfordconvent.com.au
Write to: Abbotsford Convent Foundation
1 St Heliers Street
Abbotsford, Victoria, 3068

Our right to refuse

We reserve the right to refuse your request if:

- we consider your request to be frivolous or vexatious, or
- to do so is likely to prejudice an investigation of possible unlawful activity, or
- to do so will be unlawful, or
- we are otherwise legally entitled to do so (whether under the Information Privacy Principles, or generally by law).

If we refuse your request to either access your personal information, or modify our records about you we will provide you with the reasons for our refusal.

Statement of claim

If you consider that the personal information which we hold about you is inaccurate, incomplete or out of date, and we refuse your request to modify our records, we will post a statement of your claim at the place where we hold your personal information.
