



Privacy Policy

Centre for Women's Safety and Wellbeing

Table of Contents

1.	INTRODUCTION AND OUR COMMITMENT	3
2.	WHAT IS PERSONAL INFORMATION?	3
3.	HOW IS PERSONAL INFORMATION COLLECTED?	3
4.	WHY DO WE COLLECT, HOLD AND USE YOUR PERSONAL INFORMATION?	4
5.	HOW DO WE STORE AND HOLD PERSONAL INFORMATION?	5
6.	WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO AND WHY?	5
7.	DO WE USE YOUR PERSONAL INFORMATION FOR MARKETING?	5
8.	HOW LONG WILL WE KEEP YOUR INFORMATION	6
9.	ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION	6
10.	COMPLAINTS	6
11.	CHANGES TO THIS POLICY	7
12.	CONTACT DETAILS	8
13.	DOCUMENT CONTROL	8

1. INTRODUCTION AND OUR COMMITMENT

- 1.1 Centre for Women's Safety and Wellbeing (referred to as "**Company**" or "**CWSW**" in this policy) who is referred to in this Privacy Policy as "**we**", "**us**", "**our**" and similar grammatical forms. When we refer to "**you**" we refer to the person whose personal information we collect, use and hold.
- 1.2 CWSW is committed to protecting the privacy of personal information which we collect, hold and administer in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**) found within the Privacy Act.
- 1.3 The purpose of this policy is to explain how and why we collect, use, hold and disclose your personal information. We have adopted the following principles contained in this policy as a minimum standard in relation to handling personal information.

2. WHAT IS PERSONAL INFORMATION?

- 2.1 Personal information is any information or opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not. A non-exhaustive list of personal information may include an individual's name, signature, address, phone number or date of birth, sensitive information, credit information or photographs.
- 2.2 Sensitive information is information that may relate to a person's racial or ethnic origin, political opinions, membership or associations, religious or philosophical beliefs or affiliations, membership of professional or trade association, sexual orientation or practices, health or genetic information, some biometric information and criminal record, is classified as sensitive information and requires a higher level of protection.

3. HOW IS PERSONAL INFORMATION COLLECTED?

- 3.1 The types of personal information that we collect about you will depend on the type of details you have provided to us. For example, we may collect:
 - (a) the personal information you voluntarily provide — that is, we collect personal information with your informed consent;
 - (b) anonymous non-personal information about how you use our website;
 - (c) "cookie" based information that makes your use of our website easier by recording your preferences so that when you return to our website the "cookie" re-loads that information into your web browser; and

- 3.2 Sensitive information will only be collected where you have consented to its collection and the collection is reasonably necessary for us to carry out our functions and activities, or where an exception exists under the APPs.
- 3.3 The types of personal information that we may collect includes (but is not limited to):
- (a) name, postal address, email, telephone number;
 - (b) date of birth, gender and marital status;
 - (c) occupation; and
 - (d) any other information that you provide to us by any means.
- 3.4 We may also collect personal information from you when you register an account on our website, place an order or subscribe to our newsletter. Such information may include, your name, your address, your phone number, your payment details and any other information that you voluntarily provide to us.
- 3.5 When you subscribe to our newsletter or register an account with us, you will need to provide certain personal information so that we can establish and manage your account.
- 3.6 If you log into our website using your Google, Facebook or any other log-in social media platform, you are allowing that media platform to share your personal information with us, which may include your email and other personal information.
- 3.7 We will collect your personal information directly from you whenever you interact with us. Such personal information will be collected and used to provide the services you have requested. Your personal information may be used in relation to any survey, promotional offer or any competition you may enter on our website.
- 3.8 In some circumstances, we may also collect personal information about you from third parties and we may use that information to provide our services to you.
- 3.9 Only relevant personal information is collected. CWSW uses its best endeavors to not collect personal information that is not needed.

4. WHY DO WE COLLECT, HOLD AND USE YOUR PERSONAL INFORMATION?

- 4.1 We collect, hold and use your personal information so that we can:
- (a) provide you with products and services, and manage our relationship with you;
 - (b) contact you, for example, to respond to your queries or complaints, or if we need to tell you something important;

- (c) comply with our legal obligations and assist government and law enforcement agencies or regulators;
 - (d) identify and tell you about other products or services that we think may be of interest to you; and
- 4.2 We will only use your personal information for the primary purpose for which it was collected. The personal information that you volunteer to us in order to receive our services is collected to provide you with our services, communicate with you or respond to your enquiries. It is generally not possible for us to provide services to our clients or deal with our clients in an anonymous way.

5. HOW DO WE STORE AND HOLD PERSONAL INFORMATION?

- 5.1 Security of personal information is important to us. We store most information about you in computer systems and databases operated by either us or our third-party providers. Some information about you is recorded in paper files that we store securely.
- 5.2 We implement and maintain processes and security measures to protect personal information, and we take measures to minimise the risk of misuse, interference, loss or unauthorised access to your personal information. Accordingly, we take all reasonable steps to destroy or de-identify any personal information which we no longer require for the purpose it was originally collected or any secondary purpose permitted under the APPs.

6. WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO AND WHY?

- 6.1 We may disclose your personal information where we are required to do so by law or where you have provided consent to disclose such information.
- 6.2 Sensitive information will be used and disclosed only for the purposes for which it was provided or is required to be disclosed by law. It will not be used or disclosed for the purposes of direct marketing, unless you have consented to that use or disclosure.
- 6.3 If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.
- 6.4 We do not disclose your personal information to recipients which are located outside of Australia.

7. DO WE USE YOUR PERSONAL INFORMATION FOR MARKETING?

- 7.1 We may use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to.

- 7.2 Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.

8. HOW LONG WILL WE KEEP YOUR INFORMATION

- 8.1 We will take reasonable steps to ensure that your personal information that is no longer required will be de-identified or destroyed. If you have consented to receiving marketing, we will hold your information for marketing purposes only.
- 8.2 Depending on the sub-type of data held, we may retain your records as required by law.

9. ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION

- 9.1 We will take reasonable steps to provide you with access to your personal information. You may access or request correction of the personal information that we hold about you by contacting us.
- 9.2 Requests to access and correct your information should be made by email or phone using the details provided under the 'Contact Details' heading below. Please note that we may need to verify your identity before processing your request. We will endeavour to respond to any request to access or correction of information within 30 days.

10. COMPLAINTS

- 10.1 If you have a complaint about the way in which we have handled your personal information or any other privacy issues, including your request for access to or correction of your personal information, you should contact us directly using the details provided under the 'Contact Details' heading below.
- 10.2 If you wish to make a complaint, please provide your name, contact number, contact address and full details of your complaint. Please note, that we may require proof of your identity before we can process your complaint.
- 10.3 Please allow up to 30 days for us to respond to your complaint. We will also consider your complaint and determine whether it requires further investigation. If a further investigation is required, we will notify you of the outcome of this investigation and any subsequent internal investigation.
- 10.4 If you remain unsatisfied with the way in which we have handled a privacy issue or unhappy with our response, you can refer your complaint to an independent advisor or contact the Office of the Australian Information Commissioner (OAIC) (www.oaic.gov.au) for guidance on alternative courses of action which may be available.

11. CHANGES TO THIS POLICY

- 11.1 From time to time, we may change, review or update our Privacy Policy on how we handle personal information or the types of personal information which we hold. Any changes to our Privacy Policy will be published on our website.

12. CONTACT DETAILS

12.1 If you have any questions, comments, requests or concerns, please contact us at:

Phone: (08) 9420 7264

Email: admin@csws.org.au

13. DOCUMENT CONTROL

Document version	Date in effect	Description	Prepared by	Approved Policy Owner	Review Date
1.0	October 2024	Privacy Policy	CCIWA	Chief Executive Officer	October 2026