

## Privacy Policy

fka Children's Services (fkaCS) recognise the importance of protecting the privacy and the rights of individuals. This document outlines how we collect and manage your personal information. In principle:

- fkaCS only collects information that is required for its legitimate functions and activities
- fkaCS collects information to enable the monitoring of its delivery of outcomes
- fkaCS only collects personal information by lawful and fair means

### 1. Policy

We respect your rights to privacy and we comply with the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988, the Information Privacy Act (2000) and the Health Records Act (2001) and all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

#### 1.1 What is your personal information?

For the purpose of this policy, personal information is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information and will be treated accordingly.

#### 1.2 For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you so that we can:

- Provide a service to you
- Manage employee, contractor and auspice arrangements
- Promote our services
- Provide information and sector updates to you
- Conduct internal governance and management functions.
- Provide you with access to protected areas of our website
- To conduct evaluations and reviews of our services
- To comply with any law, rule and regulation
- Report to government authorities

#### 1.3 How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in the following ways:

- When you request a service from us
- When you enrol in an event

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- When you access members only sections of our website
- When you purchase a product or service from us
- During conversations between you and fkaCS trainers and consultants
- From third parties such as referees or other service providers

## 2. Use and Disclosure of Personal Information

fkaCS delivers its services through a range of Commonwealth and State Government contracts and service agreements which may also have information collection requirements.

fkaCS may use other third parties to provide essential services to support our business processes or to enhance the quality of the service we are offering. These third parties are prohibited from using your personally identifiable information for any other purpose.

fkaCS will not share any information with third parties for any unknown or unrelated uses.

If we are required to pass on your personal information as part of our compliance against contracts and services agreements we will let you know at the point of collection.

If we intend to provide your personal information to a third party as part of our business processes we will let you know at the point of collection and refer you to the third parties privacy policy.

If we are required by Law to pass on your personal information we will take all reasonable steps to let you know that we have passed your information on as required.

### 2.1 What personal information do we collect and hold?

Depending on your relationship with us we may collect the following types of personal information:

- Name
- Contact details
- Age or birth date
- Profession, occupation or job title
- Language
- Demographic information
- Financial billing information
- Human Relations information including background checks ( Working With Children Checks, criminal history checks)
- Details of services we have provide to you, or which you have enquired about, together with any additional information necessary to deliver these services and to respond to your needs.

We may also collect some information that is not personal information because it does not identify you or anyone else, for example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

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## 2.2 What happens if we can't collect your personal information?

If you do not provide us with the personal information we need to provide you with a service:

- We may not be able to provide the services to you, either to the same standard or at all
- We may not be able to provide you with updated information

## 2.3 Direct marketing materials

We may send you direct communications and information that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the *Spam Act 2003* (Cth).

If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

At any time, you may opt-out of receiving communications from us by contacting us, or by using opt-out facilities provided in communications and we will then ensure that your name is removed from our mailing list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

## 3. Credit Card and Online Payments

fkaCS uses Eventbrite and eWay for its online credit card transactions. Both organisations process online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed using the EventBrite and eWay gateways are secure payments.

While we do our best to protect your personal information, you are solely responsible for maintaining the secrecy of any passwords or other account information.

### 3.1 Online activity and Links

fkaCS will make no attempt to identify users or online activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Internet Service Provider's logs.

Our website may contain links to other websites operated by third parties. We are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

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### 3.2 Security of your personal information

We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.

All Board members, staff, consultants and subcontractors are required as part of their employment or agreement to protect your personal information.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet.

### 3.3 How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us. We will attempt to provide you with suitable means of accessing your personal information in a timely manner.

We will not charge for simply making the request and will not charge for making any corrections to your personal information, however we may need to charge an administration fee to cover our administrative costs in providing the information to you if the request is complex. We will negotiate the fee with you at the time of your request.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others, or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it.

## Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact us using the details set out below:

**fka Children's Services**  
**18 Harper Street, Abbotsford VIC 3067**  
**Phone: 03 9428 4471 | Email: [fkacs@fka.org.au](mailto:fkacs@fka.org.au)**

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline the investigation process. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

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## Changes to our Privacy Policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

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