

# Privacy Policy

## Our commitment to your privacy

The Australian Children's Music Foundation (ABN 11 101 785 219) is committed to protecting your privacy. We support and are bound by the Australian Privacy Principles under the Privacy Act 1988. This Privacy Policy contains information about how we collect and manage personal information. It also has information on what to do if you have questions, concerns, or complaints.

## Why do we collect personal information?

We only collect personal information where it is reasonably necessary for our work. The Australian Children's Music Foundation provides programs for children and youth across Australia. Examples of people we collect information from include:

- supporters and donors
- songwriting entrants
- volunteers
- prospective employees.

We use your personal information to provide and manage our programs and conduct our operations and activities. You can find more detailed information about how we use your personal information in the 'More Information' section below.

## How do we collect information?

The main way we collect personal information about you is when you give it to us directly. However, in some cases we may collect personal information about you from a third party. You can find more details about how we collect personal information in the 'More Information' section below. It is up to you how much information you would like to provide to the Australian Children's Music Foundation. However, if you do not wish to provide certain information requested by us, this may limit our ability to engage with you and carry out our functions and activities. We will only seek information from others with your consent or if it is not reasonable or practical to get the information directly from you and it relates to our programs and activities.

## How do we keep your information secure?

The Australian Children's Music Foundation takes reasonable steps to help ensure the security of personal information by:

- making sure that personal information is accurate, complete, and up-to-date
- protecting personal information from misuse, loss, unauthorised access, modification, or disclosure
- ensuring our staff are trained in relation to privacy and our privacy policy.

Everyone within the Australian Children's Music Foundation who works with children, or has access to their personal information, has had to satisfy screening requirements which include police checks and working with children checks.

## **When do we disclose your information with others?**

We may disclose your personal information where the disclosure is for the primary purpose the information was collected, a secondary purpose to which you have consented, or:

- for a purpose related to the primary purpose of collection and an individual would reasonably expect the personal information to be used or disclosed for such a purpose
- where we reasonably believe that the disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health, or safety
- where we have reason to suspect unlawful activity has been, or is being, engaged in
- where disclosure is required or authorised by law.

## **When do we disclose your information overseas?**

In managing information we collect from you, we may use service providers with cloud-based hosting facilities that are located outside of Australia. As a result, personal information may be transferred to, and stored at, a destination outside of Australia. This is mainly in the USA and Europe, and includes USA, Belgium, Sweden, and France.

## **How can you access, correct, or update your information?**

We will always try to make sure the information we get is accurate. You can access, update, or correct the information we have collected by calling us on 02 9929 008 or emailing [contact@acmf.com.au](mailto:contact@acmf.com.au). We will look to verify your identity prior to providing the personal information requested.

## **Complaints**

If you have a query or complaint about how we manage your personal information, please call us on 02 9929 0008 or email [contact@acmf.com.au](mailto:contact@acmf.com.au).

# Privacy Policy

## More Information

We only collect personal information where it is reasonably necessary for our work. We only use your personal information for the primary purpose the information was collected, a secondary purpose to which you have consented, or related to the primary purpose of collection and an individual would reasonably expect the personal information to be used or disclosed for such a purpose.

### What information do we collect?

The kinds of information we collect and hold about you depend on the purpose of your connection to us and may include:

- personal details, like name and date of birth
- address and contact details
- payment information about donations
- information about interactions you may have had with Australian Children's Music Foundation
- survey responses that will help us improve our processes and activities
- referee names and contact details
- career history, education, and qualifications
- information we are required to collect by law, such as criminal history details, and working with children checks.

### How do we collect information?

We collect personal information about you mainly when you give it to us in the following ways:

- when you complete a donation form
- when you subscribe to our newsletter
- when you register to become a volunteer
- when you apply for employment
- when you attend an interview
- when we conduct reference checks
- when you fill in relevant screening paperwork.

We may collect information from a third party when engaging third party suppliers in our activities or functions or in relation to a criminal history or working with children check.

You can change or access these personal details. However, if you do not wish to provide certain information this may limit our ability to engage with you eg, manage your support, process your donation, progress volunteering or working with us, or respond to your queries.

### Supporters - How do we use your information?

We use personal information that we collect for the following purposes:

- to manage your support
- process your donation
- respond to comments and queries

- to keep you up-to-date with initiatives that may interest you
- for research purposes to assist us to better understand our supporter base.

## **When do we disclose your information?**

We may disclose personal information about you with contractors who perform tasks on our behalf eg, research agencies conducting research for us.

## **Consent for direct marketing**

When we collect information using a collection notice that references this Privacy Policy you are consenting to the use of your personal information for direct marketing purposes unless you specifically opt out.

## **Opting out of direct marketing**

Email direct marketing communications will generally contain an 'unsubscribe' link that provides individuals with the opportunity to opt out of direct marketing communications. Alternatively, you can contact the Australian Children's Music Foundation by emailing [contact@acmf.com.au](mailto:contact@acmf.com.au) or call 02 9929 0008 to opt out.

Requests to opt out of direct marketing communications will be treated in the first instance as a request to opt out of the particular event, campaign, or activity to which the communication relates. However, we will give the opportunity to contact the Australian Children's Music Foundation (for example, by phone or by email to the contact email above) to opt out of all direct marketing communications, across all programs, events, and channels.

If you opt out of direct marketing you may still receive administrative emails, such as reminders to bank funds raised, to assist the Australian Children's Music Foundation to comply with its regulatory obligations.

## **Removal of opt-outs.**

If you register for events, make a donation or otherwise provide your personal information for marketing-related purposes after you have previously opted out of direct marketing communications (unless you advise at the time of re-connecting that you wish to opt-out of direct marketing communications) we will take it you have 'opted in' once again and may receive direct marketing communications. However, in any direct marketing communications, we will give you the opportunity to opt out, as described above.