



## **Privacy Policy**

Right to Work (“we”, “our”, or “us”) is committed to your right to privacy and protecting your personal information.

This policy outlines how we manage personal information in accordance with the Australian Privacy Act 1988 (Cth), and other legislation to protect privacy and health records.

### **Definitions**

What is personal information?

Personal information as defined in the Privacy Act is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a. whether the information or opinion is true or not; and
- b. whether the information or opinion is recorded in a material form or not.

Personal information also includes sensitive information, which is information or opinion about an individual’s racial or ethnic origin, political opinion, religious beliefs, sexual orientation or criminal record, provided the information or opinion otherwise meets the definition of personal information. Health information is also sensitive information.

### **1. Personal Information We Collect**

We collect personal information from program learners, parents and guardians of program learners, employees, volunteers, our suppliers and other third parties including government agencies.

We collect and hold a range of information including but not limited to the following types of personal information:

- Contact details ie name, address, phone number, email address
- Health information ie information concerning a disability and gender
- Identification information ie date of birth, government issued ID
- Financial information to pay invoices ie bank account details
- Employment information ie tax file numbers, referee checks and working with children checks
- CCTV images and photographs of individuals.

### **2. How We Collect and Hold Personal Information**

We collect personal information in a range of ways, including:



- Directly from you, or with your consent from your guardian, or parents, ie when joining our program, applying for a job, or commencing a volunteer position
- From third parties where you have authorised us to do so ie from your support coordinator
- From government where you have authorised us to do so ie you have a plan with the NDIS
- Through our website and Facebook page
- From CCTV when you visit our premises, or in photographs taken during learner activities.

We will collect personal information directly from you, except where to do so would be impracticable.

We hold personal information securely using a combination of physical, electronic, and procedural safeguards to prevent unauthorised access, use, or disclosure.

### **3. Purpose of Collecting, Holding, Using, and Disclosing Personal Information**

We collect, hold, use, and disclose personal information for purposes including but not limited to:

- Managing and delivering our programs
- Communicating with program learners and others using social media
- Managing employment and contractor relationships
- Processing payments and managing financial transactions
- Ensuring safety and security
- Complying with legal and regulatory requirements
- Improving our services.

We may disclose personal information to third parties when you have specifically authorised us to do so, however we disclose personal information only when necessary, or as required by law.

We may also disclose personal information when we are asked to report statistics to government agencies or for funding purposes.

### **4. Cookies and our Website**

When you visit our website, we may collect your internet protocol (IP) address using a cookie. Cookies are used to support us to understand the needs of visitors to our website and improve our services and products.

You can choose to disable cookies from the settings option on your internet browser.



## **5. Disclosure to Overseas Recipients**

Most personal information we collect is stored in Australia. However, we do work with some suppliers which store information outside of Australia, including but limited to the United States.

## **6. Information Retention and Destruction**

We retain personal information for as long as necessary to fulfill the purposes it was collected for, or as required by law.

When personal information is no longer needed, we de-identify it or destroy securely.

## **7. Accessing and Correcting Personal Information**

We take steps to ensure the person information we hold is accurate, up to date and correct. However, we encourage you to contact us so that we can let you know what information we hold, and/or make changes if necessary.

We will need to receive the request in writing and we may ask you to provide identification.

We will respond to your request promptly. Please contact us using the details provided below.

## **8. How to Contact Us or Make a Complaint**

We take all privacy complaints seriously.

If you believe we have breached the Australian Privacy Principles or any applicable code, please contact us using the details below.

We will acknowledge receipt of your complaint within 2 days and will investigate fully.

If you are not satisfied with our response to a complaint, you can discuss your concerns with us or contact the Office of the Information Commissioner (OAIC) by calling 1300 363 992.

### **Contact Details**

Privacy Officer, Carolyn Roche, 0457 867 098

or email us at [info@righttowork.net.au](mailto:info@righttowork.net.au)

or write to us at 199 Bourke Street, Goulburn NSW 2580.

## **9. Updates to This Policy**

We may update this Privacy Policy from time to time to ensure it remains relevant and in compliance with the Privacy Act. The updated policy will be published on our website and include the date of the revision.



This Policy was last updated in April of 2025.

Thank you for trusting us with your personal information. Your privacy is important to us, and we are committed to handling it with care and transparency.