



Inclusion Works! Privacy Policy

Policy Number	1	Version	1
Drafted by	CEO	Approved by Board	
Responsible Person	All Staff	Scheduled review date	2017

Inclusion Works! is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

Purpose, scope and principles

The purpose of this policy is to provide a framework for Inclusion Works! in dealing with privacy considerations in accordance with the Australian Privacy Principles contained in the Privacy Act 1988. Inclusion Works! has developed this Privacy Policy to protect your privacy. It contains information about Inclusion Works! responsibilities, your rights, the personal information that may be collected by Inclusion Works!, and how it would be used.

The primary purpose for collecting personal information from individuals is to provide our services to the Early Childhood Education and Care sector, educators, funding bodies, individuals, practitioners and families with children which includes the planning, funding, promoting, monitoring and evaluation of our services. Information may also be collected from suppliers, contractors, business partners, donors, sponsors, members of the public and employees or volunteers of Inclusion Works! The type of information collected will depend on your relationship with Inclusion Works!

Policy

Inclusion Works! collects and administers a range of personal information for the purposes of providing services to funders, subscribers and members.

Inclusion Works! recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

Inclusion Works! is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.



Inclusion Works! will

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Take reasonable steps to ensure the information the organisation collects is accurate, complete, up to date, and relevant to the functions we perform;
- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys or in any other situation where the activity allows for anonymity;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

Individuals are able to request a copy of the information held by Inclusion Works! in writing along with proof of identity evidence (this may be a driver's licence, passport or a legally acceptable form of photo identification). Any corrections to the information held must be made in writing.

Inclusion Works! will not release information to third parties unless it is requested in writing by the person concerned. Inclusion Works! will not willingly disclose any personal information to any overseas recipients. Inclusion Works! will only release personal information about a person with that person's express permission which must be in written consent. The only exception is when it is required by law.

Complaints in relation to breaches of the Australian Privacy Principles should be made in the first instance to the Chief Executive Officer.

What types of information do we collect?

The type of information that Inclusion Works! collects about you depends on your relationship with the organisation. It may include your ABN, name, date of birth, contact details, bank account information or credit card details (for payments of services).

The information may include sensitive information such as health information, racial or ethnic origin, professional memberships or personal preferences. This information may have been provided by a third party such as another service provider or funding agency. Sensitive information will only be collected for the purposes of providing services and to enable customised provision of advice and support.



How do we collect personal information?

Inclusion Works! collects personal information through interactions with an individual such as filling out forms, borrowing from the library, telephone calls, face-to-face meetings, prior interactions with the service, emails, letters, the use of the internet and social media and sometimes through third parties such as contractors, researchers, funders, referrals and other services. Confidential information will remain confidential at all times.

Why is information collected?

Every interaction with Inclusion Works! creates an information channel - it is part of normal operational activities. As a result, we will collect, hold, use and disclose personal information in order to provide customised service around our core business.

Inclusion Works! may disclose your personal information to others in order to carry out our activities. We may use this information to:-

- Verify your identity;
- Provide programs and services to you;
- Gather feedback on our services from you;
- To report to government or other funding bodies;
- To process payments, donations, receipts and invoices;
- To manage our relationship with you including consulting, requests, queries, feedback or complaints/compliments;
- To communicate with you regarding matters that may interest you including events, programs, services, information, research or products that we believe may interest you;
- To provide you with and manage your access to our secure online platforms and social media activities;
- To comply with regulatory requirements;
- For purposes relating to engagement of our employees, volunteers and contractors; and,
- For any other relevant purpose.



Electronic information collection

Electronic information may also be collected when you access our website, open a newsletter, search the library or connect with Inclusion Works! through social media. This information does not identify an individual but it does identify a computer. It provides us with information on page visits, length of visit and click throughs which can be used to provide feedback on our electronic presence.

You may wish to participate in social media activities hosted by Inclusion Works! Inclusion Works! will act as a moderator to facilitate discussion however Inclusion Works! cannot be held responsible if you share personal information on these platforms that is subsequently used, misused or otherwise appropriated by another user. In addition, our websites and social media platforms may have links to other websites and platforms that have not been created nor controlled by Inclusion Works! Inclusion Works! can not be held responsible for the privacy practices of those third parties.

Direct marketing

Inclusion Works! may send you direct marketing materials such as newsletters, emails or similar about our programs, services and events that may be of interest to you in compliance with the Spam Act 2003 (Cth). At any time you may unsubscribe from these direct marketing communications by following the instructions on the item circulated, by emailing resources@inclusionworks.com.au, by calling 1300 497 437 or by letter to PO Box 149, Brisbane Market Qld 4106.

Management of personal information

All Inclusion Works! employees and volunteers are required to respect the confidentiality of information and the privacy of individuals.

Inclusion Works! undertakes reasonable steps to protect the storage and management of information in an electronic environment.

Contact details

If you have a question, complaint or compliment in relation to the Privacy Policy or wish to access your personal information, please contact the Chief Executive Officer in writing marked 'confidential' to PO Box 149, Brisbane Market Qld 4106 or via email at resources@inclusionworks.com.au.

References and related documents

Privacy Act 1988 (Cth)

Spam Act 2003 (Cth)

Inclusion Works Human Resource Policy (including Deed of Confidentiality)