



Title: Privacy Policy
Section: Organisational

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Policy Statement

Uncle Bobs Club (UBC) (ABN 18 006 207 227) is committed to the security of your personal information.

UBC will maintain all personal information in accordance with the 13 Australian Privacy Principles in the Privacy Act 1988, which regulates how UBC collects, uses and keeps secure your personal information.

Personal Information is any information that identifies you or by which your identity can be reasonably determined. We will always be honest and transparent about how we use your personal information. All information collected by UBC is in accordance with the Australian Privacy Principles (APP's) and will only be disclosed in accordance with these Principles.

Purpose and Scope

The aim of this policy is to ensure that information collected by UBC is used and stored in a way that maintains the confidence of our volunteers, staff, benefactors and beneficiaries. UBC will act in accordance with the APP's.

Definitions

UBC: The Uncle Bobs Club

State Committee: Directors of Uncle Bobs Club

Policy

Collection of Personal Information

In the course of our function and activities as a registered charity, UBC collects personal information from volunteers, members and donors to ensure we provide you with current information around fundraisers, club activities and regulatory requirements.

Personal information that we may collect and hold about you includes:

- your name, mailing and/or street address, phone numbers, email addresses;
- information pertaining to employment (qualifications, employment/work history, emergency contact details, sensitive information like relevant medical information and other information reasonably necessary to conduct our activities). We may also require parental/guardian (name/contact) information for those under 18 years of age;

Wherever possible, we will collect personal information directly from you, except where you have consented to us collecting the personal information from a third party or the law permits us to do so or it is unreasonable or impractical to do so. You may decide to provide your personal information to UBC for a range of different reasons and in a range of means including:

1. When you complete a membership form online or in-person
2. When you complete a volunteer register for fundraisers or activities (eg Good Friday Appeal)
3. When you make a donation
4. When you complete market research
5. When you email UBC or contact UBC by telephone or mail
6. When you engage in UBC Social Media activities
7. When you send us documents containing your personal information
8. When you enter a competition or promotion being conducted by UBC
9. When you register to attend events held by UBC
10. When you access and use our website

We may also collect information from other sources such as written material sent to us, and publicly available sources such as newspapers, social media, directories and public registers.

Use of Personal Information

UBC will only use information that we hold about you for the primary purposes of delivering services as a registered charity. Including but not limited to:

- To become a member or office bearer of UBC
- To be a volunteer at UBC activities

We may also use your personal information to provide you with information about UBC products, services, events and industry updates which we consider may be of interest to you.

What happens if you don't provide the information requested?

If you choose not to provide the personal information that we ask for, or the information that you provide us is incomplete or inaccurate, it may mean that UBC may be unable to process your membership or volunteer application.

Direct Marketing

We will consider that you consent to direct marketing, unless you opt out. You may opt out at any time if you no longer wish to receive marketing information or do not wish to receive marketing information through a particular channel, like email. You can make this request by referring to the contact details further below.

The personal information that UBC collects from or about you may also be used for secondary purposes such as updating you on events, UBC news and fundraising activities that may be available through UBC.

Disclosure of Personal Information

In order to provide you with our service, we may disclose some of your personal information to a number of organisations including but not limited to:

- Organisations engaged by, in partnership with or other service providers of UBC for the purpose of establishing or administering services and promotions (direct marketing) such as the Good Friday Appeal
- Information and Communication Technology providers
- As authorised by or under an Australian law or court/tribunal order
- Relevant government departments in relation to registered charity

Where personal information is disclosed UBC will take all reasonable steps to ensure third parties use this information in accordance with the Australian Privacy Principles.

We do not disclose your personal information overseas.

Unsubscribing from UBC

If you don't wish to receive marketing material from UBC, you can unsubscribe by contacting the Support Office via the contact details below or use the unsubscribe function on electronic communications.

Credit card security

UBC collects information to facilitate financial purchase transactions. We share this information with credit card processing organisations as necessary to complete the transaction, but no credit card information is shared with any other third parties or stored permanently on our web server.

Anonymity and pseudonymity

In accordance with the Australian Privacy Principles, a customer may where practicable deal with UBC anonymously or by using a pseudonym. Customers dealing with UBC anonymously or by pseudonym must accept that UBC can take no responsibility for providing further information or services related to any transaction or communication.

Storage and Security of Personal information

UBC will take reasonable steps to ensure all personal information held by the organisation is kept secure, both in a physical and electronic form, and will protect from misuse, loss and unauthorised access, modification or disclosure. When the information is no longer needed for any purpose for which the information may be used or disclosed, it will be destroyed or permanently de-identified unless it is required by law.

Links on our websites

Our websites contain links to other sites. The terms of this Privacy Policy does not apply to external websites and UBC is not responsible for the privacy practices or the content of such websites.

Access to and updating your personal information

We take reasonable steps to ensure that all your personal information that we collect, use or disclose is accurate and up-to-date.

If you believe your personal information holds errors or information is missing please notify UBC and we will endeavour to correct or add the information as soon as possible.

You may access your personal information held by us (subject to some exceptions allowed by law). For details and access to this information please contact UBC.

For security reasons, you may be required to put your request in writing. A fee may apply for the administration of information provision.

Concerns and complaints

If you have any questions, concerns or complaints about this Privacy Policy, or our handling of your personal information, please contact us as per below. Once a complaint has been lodged, we will respond to you as soon as possible. If you are not satisfied with our response, you are entitled to lodge a complaint with the Federal Privacy Commissioner on 1300 363 992 or www.privacy.gov.au

Contacting Us

If you have any questions, concerns or complaints about this Privacy Policy, or our handling of your personal information, please contact:

UBC Support Office

Ph: 03 9335 6300

Email: ubceo@ubcvic.org.au

PO Box 1429 Tullamarine VIC 3043

If we receive a privacy complaint it will be treated seriously and dealt with promptly, in a confidential manner, and in accordance with UBC internal complaints handling procedures.

In the event that your complaint is not resolved to your satisfaction, you may refer your complaint to the Office of the Australia Information Commissioner (OAIC) using the online Privacy Complaints Form, which can be accessed via the OAIC's website at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>. The OAIC can also receive complaints via mail, fax or email using the details provided on the next page. If you need help lodging a complaint, you can call the OAIC enquiries line on 1300 363 992.

Director of Compliance (investigations)

GPO Box 5218
Sydney NSW 2001

Ph: 1300 363 992
Fax: (02) 9284 9666
Email: enquiries@oaic.gov.au

Need more information?

If you would like more information about privacy and the Privacy Act (including the Australian Privacy Principles), you can access the Privacy Commissioner's website on www.privacy.gov.au

Management reserves the right to update the UBC Privacy Policy in line with technological advancements or as required by law.

Disciplinary Procedures

If any volunteer, staff, member or director, is found to be in breach of this policy, they will face disciplinary action. This action will be determined by State Committee, or if it is deemed necessary, a specially formed committee. Actions taken by UBC may vary from a written warning, up to termination of employment or cessation of engagement with the organisation. There will also be full cooperation with the relevant legal authorities.

Charter of Human Rights Compliance

It is considered that this policy does not impact on any human rights identified in the Charter of Human Rights & Responsibilities Act 2006.

Review

This policy and related procedures will be reviewed every twelve months, unless changed circumstances require earlier review.

Associated Policies, Procedures and Other Documents

- N/A

References

- N/A

Policy Name: Privacy Policy

Responsible Director: Kelly Raeburn

Functional Area: Organisational

Date adopted: 24th June 2021

Review Date: 24th June 2022

Review History

Date	Review Details	Action
06/04/2020	Reviewed, no changes	Ratified by state committee
19/05/2020	Reviewed, minor changes	Ratified by state committee

PRIVACY POLICY

I confirm I have read and understood the Privacy Policy

Staff Signature Date

Print Name