



Privacy Policy: For External Use:

Your privacy is important.

To be reviewed in conjunction with Privacy Policy

Approved by the Board	Next review date	Version
June 2024	May 2027	2.0

Introduction:

Into Our Hands Community Foundation (IOH) is an independent Philanthropic and grant-making community foundation that was established to support projects that enhance community resilience, capacity, cohesiveness, and well-being in northeast Victoria.

IOH was established in 2012 to continue the community recovery process after the 2009 Black Saturday bushfires and has since broadened its activities to include the establishment of community-led, place-based SubFunds that accumulate public benefit charitable funds allowing for broader grant-making to support these initiatives.

Governed by a skills-based Board of Directors, IOH offers a diverse range of expertise, experience, and local knowledge across the NE region of Victoria. All board members have a strong affiliation or connection to the local community.

The Foundation's structure and legal status allows fundraising and enable donors to contribute to IOH's pooled funds or to establish and build individual named sub-funds that support IOH's overall grantmaking capacity and objectives.

Purpose:

This statement outlines the IOH policy on how IOH uses and manages personal information provided to or collected by it.



IOH is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Definitions

Personal information is information that directly or indirectly identifies a person.

The IOH may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the IOH's operations and practices and to make sure it remains appropriate to the changing legal environment.

This privacy policy assumes that you are resident in Australia.

What kind of personal information does the IOH collect and how does the IOH collect it?

The type of information the IOH collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Contact Information including addresses, date of Birth, email, phone, and other personal information.
- Payment and financial information.
- Demographic Information.
- Any other relevant information.

Personal Information you provide:

IOH will generally collect personal information held about an individual by way of phone calls, forms, meetings, etc. You do have the right to deal with us anonymously or using a pseudonym, but in most circumstances, it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general inquiries.

Personal Information provided by other people:

In some circumstances, the IOH may be provided with personal information about an individual from a third party, for example, Your Financial or Legal Advisor may provide IOH with personal information in the process of donating on your behalf.



In relation to employee records:

Under the Privacy Act, the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the IOH's treatment of current or former employee records.

How will the IOH use the personal information you provide?

The IOH will use personal information it collects from you for the primary purpose of collection, and such other secondary purposes that directly relate to the primary purpose, to which you have consented.

In relation to direct marketing, IOH may use your personal information for direct marketing where you have provided that information, however, when you receive direct marketing, you will be provided with the ability to opt out of future marketing.

Job applicants, staff members, volunteers, and contractors:

Whilst not specifically covered by the Privacy Act, IOH still owes its staff, volunteers, and contractors a duty of care to protect their personal information.

In relation to the personal information of job applicants, staff members, and contractors, the primary purpose of collection is to assess and (if successful) to engage the applicant, staff member, or contractor.

Marketing and fundraising:

The IOH treats marketing and seeking donations for the future growth and development of the IOH as important. Personal information held by the IOH may be disclosed to an organisation that assists in the IOH's fundraising activities.

Who might the IOH disclose personal information to?

IOH will only use or disclose personal information to third parties if it relates to the primary purpose for which it was collected or a directly related secondary purpose.

Under no circumstances will IOH sell or trade its donor or client database containing personal information to a third-party entity.

The IOH may disclose personal information, including sensitive information, held about an individual to:



- A company or entity directly related to IOH,
- government departments where mandated by law.
- people providing services to the IOH,
- anyone you authorise the IOH to disclose information to.

Sending information overseas:

The IOH will not send personal information about an individual outside Australia.

We do use overseas providers of IT software and services, however, all personal data is stored on servers and cloud services that are Australian based.

How does the IOH treat sensitive information?

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

IOH's staff are required to respect the confidentiality of personal information and the privacy of individuals.

IOH takes all reasonable steps to protect the personal information that IOH holds from misuse, loss, unauthorised access, modification, interference, or disclosure through password-protected access rights to computerised records.

Access and updating personal information.

IOH endeavours to ensure that the personal information it holds is accurate, complete, and up to date. A person may seek to update their personal information held by IOH by contacting IOH using the details listed below:

Contact: Executive Officer
Phone: 0466 252 866
Email: info@intoourhands.com.au
Post: P O Box 586, Myrtleford, Vic 3736

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You have the right to check what personal information the IOH holds about you.



Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which IOH holds about them and to advise IOH of any perceived inaccuracy. There are some exceptions to these rights set out in the Privacy legislation.

When seeking details of your personal information held by IOH, you may be required to verify your identity and specify what information you require.

In most circumstances, access to your personal information or requesting a correction is free of charge.

Inquiries and privacy complaints

If after contacting IOH, your concerns have not been resolved to your satisfaction, you can contact the Office of the Australian Information Commissioner via:

- Web: www.oaic.gov.au
- Phone: 1300 363 992
- Post: PGO Box 5288, Sydney, NSW 2001

Document control			
Version	Date approved	Approved by	Purpose
2	June 2024	Board	To ensure the Foundation has a Privacy Policy that protects the personal information of our Donors, staff, and grant recipients.