



PRIVACY POLICY

Last updated 26/07/2023

1 POLICY STATEMENT

FareShare recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy and it tells you how we collect and manage your personal information.

We respect your rights to privacy under the *Privacy Act 1988* (the Act) and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

This document is available on our website and to anyone who asks for it free of charge.

2 WHAT IS YOUR PERSONAL INFORMATION?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information or an opinion that can be used to personally identify you, whether the information is true or not, and whether it is recorded in material form, or not. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

3 WHAT PERSONAL INFORMATION DO WE COLLECT AND HOLD?

We may collect the following types of personal information:

- (a) name;
- (b) mailing or street address;
- (c) email address;
- (d) telephone or facsimile number;
- (e) age or birth date;
- (f) profession, occupation or job title;
- (g) your bank account and credit card details;
- (h) any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise;
- (i) information you provide to us through our office, surveys or visits by our representatives from time to time; and

- (j) any information about a donation you have made or your response to a fundraising appeal.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website. We may also collect sensitive information, in particular, health information.

Health information is sensitive personal information that includes information or opinion about:

- (a) your health or a disability (at any time);
- (b) your expressed wishes about the future provision of health services to you;
- (c) a health service provided or to be provided to you; or
- (d) information regarding organ donation or an intended organ donation.

4 HOW DO WE COLLECT YOUR PERSONAL INFORMATION

4.1 PERSONAL INFORMATION

We will only collect your personal information where it is reasonably necessary for one or more of our functions.

We will endeavour to collect your personal information directly from you unless it is unreasonable or impracticable to do so. We collect personal information only by lawful and fair means, and not in an unreasonably intrusive way.

When collecting personal information from you, we may collect it in ways including:

- (a) through your access and use of our website;
- (b) during conversations between you and our representatives;
- (c) when you complete an application to volunteer or work with us; or
- (d) when you complete a donation form or other form associated with fundraising appeals.

We may also collect personal information from third parties including:

- (a) government entities; and
- (b) marketing companies.

4.2 SENSITIVE INFORMATION

We will only collect your health or other sensitive personal information in the following circumstances:

- (a) where you have consented to us collecting the information;
- (b) where the collection of sensitive information is required by an Australian Court or Tribunal, or under state or federal legislation;

- (c) where the information is reasonably necessary to prevent a serious and/or imminent threat to life, health or safety or an individual, or the public where you are unable, either physically or legally to communicate consent;
- (d) where we reasonably believe unlawful or illegal conduct has occurred, that may relate to our charitable activities or functions;
- (e) where we are required to use or disclose the information (and that is reasonably necessary to do so) on behalf of an enforcement body; and/or
- (f) where the collection of this sensitive information is directly related to our charitable activities or functions.

5 COOKIES AND OTHER ONLINE ACTIVITY

In some cases we may also collect your personal information through the use of cookies. When you access our website, we may send a “cookie” (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our website without bothering you with a request to register. It also enables us to keep track of what you view on our website so that, if you consent, we can send you news about the things that interest you. We also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. We use this to research our users’ habits so that we can improve our online presence. Our cookies do not collect personal information. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users movements, and gather broad demographic information.

6 WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect personal information about you so that we can best perform our charitable activities and functions. We do not sell or exchange your information with third parties for any benefit. In addition to any stated purposes for which it is collected, we collect, hold, use and disclose your personal information for the following purposes (**Primary Purposes**):

- (a) to send communications requested by you;
- (b) to answer your enquiries and provide information about our charitable activities;
- (c) to provide you with access to protected areas of our website;
- (d) to assess and improve the performance of the website;
- (e) to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- (f) for the administrative, marketing (including direct marketing), planning, quality control and research purposes of FareShare, its related bodies corporate, contractors, volunteers, employees or service providers;

- (g) to provide your updated personal information to our related bodies corporate, contractors or service providers;
- (h) to update our records and keep your contact details up to date;
- (i) to process and respond to any complaint made by you; and
- (j) to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

7 DIRECT MARKETING MATERIALS

Where we have collected personal information from you, we may use or disclose your personal information for the purposes of direct marketing to send you communications and information about us that we consider may be of interest to you. This would be information that you would reasonably expect FareShare to use or disclose for the purpose of direct marketing. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the *Spam Act 2003* (Cth).

If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving direct marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the direct marketing communications and we will then ensure that your name is removed from our mailing list.

8 WHAT HAPPENS IF WE CAN'T COLLECT YOUR PERSONAL INFORMATION?

If you do not provide us with the personal information described above we may not be able to provide you with information that you request or may want, including information about our special events or news and we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

9 NOTIFICATION OF COLLECTION OF PERSONAL INFORMATION

FareShare's preferred method for complying with notification requirements under the Australian Privacy Principles is to make this document available on our website and to anyone who asks for it free of charge.

10 TO WHOM MAY WE DISCLOSE YOUR INFORMATION?

We may disclose your personal information to:

- (a) our employees, volunteers, related bodies corporate, contractors or service providers for the purposes of operation of our website or carrying out our functions, fulfilling requests by you, and to otherwise provide services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants;

- (b) solicitors, business advisors and consultants; and
- (c) any organisation or individual for any authorised purpose with your express consent.

We may combine or share any information that we collect from you with information collected by any of our related bodies corporate (within Australia). The Primary purposes for which FareShare collects personal information will be the same as the Primary Purposes for any of our relate bodies corporate (within Australia).

We do not currently disclose your personal information to any overseas recipients.

11 ANONYMITY AND PSEUDONYMITY

Where it is lawful and reasonably practicable to do so FareShare will allow you to interact anonymously or by using a pseudonym. This does not apply where the identity of a person is required by a Court or Tribunal or under State of Federal legislation.

12 DATA QUALITY AND SECURITY

FareShare will take reasonable steps to ensure that the personal information which we collect, use or disclose is accurate, complete and up to date.

FareShare will take steps that are reasonable in the circumstances to protect any personal information we collect, from misuse, interference, loss, unauthorised access, modification or disclosure.

In certain, reasonable circumstances, FareShare may destroy or de-identify the personal information it collects for any purpose outlined in this policy where the personal information is no longer required, and FareShare is not required by, or under and Australian law or an order by a court or tribunal to retain that information.

13 LINKS

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

14 ACCESS TO AND CORRECTION OF PERSONAL INFORMATION

If the information FareShare holds about you is inaccurate, incomplete or out of date you can ask us to modify our records. If you request access to your personal information, we will respond to your request within a reasonable period of time. We will grant your request to access your personal information unless:

- (a) FareShare reasonably believes that it would pose a serious threat to the life, health and safety of an individual or the public;
- (b) it would unreasonably infringe upon another individual's privacy;

- (c) the request for information is frivolous or vexatious;
- (d) denying access is authorised according to a Court or Tribunal, or under State and/or Federal legislation;
- (e) FareShare has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to FareShares's functions or activities, has been, is being or may be engaged in, or, if giving access to the information would be likely to prejudice the taking of appropriate action in relation to the matter;
- (i) it may prejudice an enforcement activity of an enforcement body; or
- (ii) giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process.

If we refuse your request to access your personal information, we will provide you with written reasons for this refusal. If we are able to grant your request we will charge you the reasonable cost of providing you with the personal information.

15 WHAT IS THE PROCESS FOR COMPLAINING ABOUT A BREACH OF PRIVACY?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

The Privacy Officer will co-ordinate the investigation of any complaint and any potential resolution of a complaint. We will aim to resolve all complaints as soon as practicable for us to do so.

16 CONTACTING US

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact our Privacy Officer at:

Privacy Officer
FareShare
Post: 1-7 South Audley Street Abbotsford 3067
Tel: 0394280044
Email: marcus.godinho@fareshare.net.au

17 CHANGES TO OUR PRIVACY POLICY

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website. This privacy policy was last updated on 26/07/2023.