



**RYDE HUNTERS HILL LIFE EDUCATION
CENTRE Inc**

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PRIVACY POLICY

TITLE:	Privacy Policy
RESPONSIBILITY:	Ryde Hunters Hill Life Education Centre Inc Board of Directors
DATE LAST REVIEWED:	July 2024
NEXT REVISION DATE:	July 2025
DRAFTED BY	Ryde Hunters Hill Life Education Centre Inc Board of Directors
APPROVAL	Chairman of Ryde Hunters Hill Life Education Centre Inc Board of Directors

Ryde Hunters Hill Life Education Centre Inc (RHHLE) trading as Ryde Hunters Hill & Canada Bay Life Education (RHHCBL) is committed to protecting the privacy of personal information which RHHLE collects holds and administers. Personal information is information which directly or indirectly identifies a person.

This Policy applies to all services and products offered by RHHLE. The term 'services and products' includes, but is not limited to, online resources and surveys, as well as the delivery of programs into schools and donations.

Personal information

Personal information includes any information or an opinion from which an individual's identity is apparent or reasonably apparent. This includes information such as a person's name, address, date of birth, and similar.

RHHLE is committed to safeguarding personal privacy, particularly in relation to personal information collected from minors. It recognises that individuals have a right to control how their personal information is collected and used. Providing personal information is an act of trust and it is taken seriously. Unless given consent to do otherwise, RHHLE will only collect and use personal information as set out below. RHHLE is committed to abiding by the Australian Privacy Principles (APPs), the Privacy Act 1988 (Cth), and any other relevant privacy related law.

Privacy consent

By using RHHLE's services and products, individuals consent to RHHLE collecting, using, holding, and disclosing personal information about them as set out in this privacy policy.

Collecting personal information

RHHLE generally does not collect personal information through its website, other digital channels, or general business other than if an individual:

- ☐ wants to make a donation to RHHLE (once off or recurring);
- ☐ registers to access RHHLE's Teacher Resources;
- ☐ voluntarily leaves personal information through a comment on RHHLE's website or other digital channels;
- ☐ contacts RHHLE and voluntarily discloses their personal information;
- ☐ registers to receive a recurring newsletter; or
- ☐ signs up for a competition.

RHHLE may collect metadata and other information that is not personal information through its website, mobile applications or digital channels (see 'Use of cookies' below).

RHHLE will only collect voluntarily contributed personal information and will never collect or monitor personal information about an individual without their consent. RHHLE does not, in the ordinary course of its activities, collect personal information from minors under the age of 18. When it does it will, as far as reasonably possible, seek the permission of a parent or guardian for the collection, use, or disclosure of this information.

If RHHLE discovers it has collected information from a minor inconsistent with the terms of this Policy, it will either delete the information or seek a parent or guardian's consent for that collection.

If RHHLE knowingly receives information about an individual (or a child) from somewhere else, it will take reasonable steps to ensure that the individual (or the child's parent or guardian) is aware that the personal information has been collected, and the circumstances of the collection.

It may not be possible or practical to know whether individuals interacting with RHHLE's digital channels are over 18.

Mobile application use

This Policy applies to any mobile application operated by or on behalf of RHHLE. By using a RHHLE mobile application, the user consents to RHHLE collecting, using, and holding metadata related to the mobile application, including metadata collected by reporting platforms such as 'App Figures'. Individuals can opt-out of this consent at any time by uninstalling the application from their mobile device.

RHHLE's mobile applications **do not knowingly collect, disclose, or use personal information**, but may collect certain metadata information about the usage of the application, including but not limited to:

- ☐ the device's operating system;
- ☐ how many times the applications have been downloaded;
- ☐ in which countries the applications were downloaded;
- ☐ on what dates the applications were downloaded; and
- ☐ usage reviews.

RHHLE's mobile applications do not permit in-app purchases, advertising or integration with social networks, or similar.

Use of cookies

Cookies are pieces of information a web site transfers to a computer's hard disk for record keeping purposes. Most web browsers are set to accept cookies. RHHLE uses cookies to make use of the website and services as convenient as possible. Cookies do not personally identify users, although they do identify a user's browser. Cookies allow RHHLE to record how many people are using the different parts of its web site. It is possible to set the browser to refuse cookies but this may limit the services provided by RHHLE.

Cookies are principally used for internal purposes only, in order to:

- ☐ provide access to features and activities on our sites and applications;
- ☐ customise content and improve our sites and applications;
- ☐ conduct research and analysis to address the performance of our sites and applications; and
- ☐ generate anonymous reporting for use by RHHLE.

Using and disclosing an individual's personal information

If an individual consents to RHHLE collecting and using their personal information as specified above, it will be used for the following primary purposes:

- ☐ to provide information about service and/or special offers;
- ☐ to support teachers in their use of RHHLE's educational resources;
- ☐ to provide marketing and fundraising information, or promote a competition;
- ☐ to obtain opinions or comments about services; and
- ☐ to record statistical data for marketing analysis.

If a child's comments or competition entry is disclosed on our website or other digital channel, we will only use the child's first name and school, and will always ask for prior parental or guardian consent.

Direct marketing

RHHLE may contact individuals using the information provided by those individuals in order to provide information of interest about upgrades, new RHHLE products, services, special offers, fundraising and general marketing information and other matters of interest.

If an individual receives communications from RHHLE which they do not wish to receive, they can unsubscribe using the links on the communication received, or remove their name from the database by contacting RHHLE via their email – rhhlifeeducation@gmail.com .

Individual's right of access

Individuals have the right to review the information that may be recorded on the RHHLE database. Information may be reviewed by contacting RHHLE via rhhlifeeducation@gmail.com .

Changing and deleting the information we have about users

Information on the database may be amended or deleted by contacting RHHLE via rhhlifeeducation@gmail.com. All reasonable steps to delete the information will be made, except where it is required for legal reasons. Deletion of information may result in RHHLE being unable to provide certain services.

Storage and security of personal information

RHHLE endeavours to take all reasonable steps to keep secure any personal information recorded, and to keep this information accurate and up to date. The information is stored on secure servers that are protected in controlled facilities. RHHLE employees and data processors are obliged to respect the confidentiality of any personal information held by RHHLE. However, security of communications over the Internet cannot be guaranteed, and therefore absolute assurance that information will be secure at all times cannot be given. RHHLE will take all reasonable steps to protect the information in our systems from misuse, interference, loss, and any unauthorised access, modification or disclosure.

RHHLE will not be held responsible for events arising from unauthorised access to personal information.

If RHHLE no longer requires an individual's personal information, it will take all reasonable steps to destroy or de-identify the information if required by law.

Links to other web sites, third party links, and third party comments

The RHHLE website sometimes provides links to third party websites. Other RHHLE digital channels may contain links or comments posted by third party channel users. Third party linked sites are not under the control of RHHLE, and RHHLE is not responsible for the conduct or content of those third-party sites. RHHLE takes reasonable steps to monitor its digital channels, and third-party links, but cannot provide absolute assurance as to the quality or content of those sites or comments.

Complaints about privacy

If a user is dissatisfied with how RHHLE has dealt with their personal information, or they have a complaint about RHHLE's compliance with the Privacy Act 1988 (Cth), RHHLE may be contacted rhhlifeeducation@gmail.com.

RHHLE will acknowledge the complaint within fourteen days, and provide a decision on the complaint within 30 days.

If a user is dissatisfied with RHHLE's response they may make a Privacy Complaint to the Privacy Commissioner who can be contacted either at www.oaic.gov.au, or by telephone on 1300 363 992.

Changes in our policy

RHHLE is constantly reviewing all of our policies and attempt to keep up to date. Technology is constantly changing, as is the law. As a consequence, we may change this policy from time to time or as the need arises. RHHLE will post any changes to this policy on our website. RHHLE will not inform you personally of changes to the policy.

A user may request this policy in an alternate form by email at rhhlifeeducation@gmail.com.