

Privacy Policy

Drafted by	Isabelle Higgins	Document Owner	Company Secretary
Approved by the Board on	13 September 2022	Scheduled review date	September 2024

1 Introduction

The Water Well Project (TWWP) is committed to protecting your privacy.

2 Purpose

This privacy policy explains our privacy practices and how we treat your personal information. It describes the types of personal information collected and created in connection with your interaction with TWWP, how and why we use such information and who we share it with. We will only use the personal information that we collect about you in accordance with the Australian Privacy Principles (APPs).

3 DEFINITIONS

The Privacy Act defines

Personal information as any information or an opinion about an identified individual or an individual that is reasonably identifiable:

1. whether the information or opinion is true or not; and
2. whether the information or opinion is recorded in a material form or not.

Sensitive information as information about an individual's health, racial or ethnic origin, political opinions, membership of a political, professional, trade association or union, religious or philosophical beliefs, sexual orientation or practice, criminal record, and certain biometric information.

4 Policy

4.1 Personal Information We Collect

The type of personal information we will collect about you may include:

- Your name
- Address
- Telephone number
- Email address
- Credit/debit card details (where appropriate)
- Gender
- Cultural background

- Language(s) spoken
- Personal website information, including cookies and other information about your computer, device and browser.

Volunteers

When applying to volunteer with TWWP, the personal information we collect may include the information already listed above as well as your date of birth, relevant training and volunteer experience. We may also collect sensitive information (such as information on your vaccination status that we will sight then discard or personal indemnity insurance). We might also require a Police Check and/or a Working with Children Check to be completed.

Job applicants and contractors

When applying for a position as an employee or a contractor with us, we also collect personal information necessary for us to perform functions related to recruitment, hiring and contract management. The personal information we collect may include that information already listed above as well as education history, qualifications, previous employers, membership of professional organisations and referee contact details.

Depending on your advancement in the recruitment process we may also collect your tax file number, bank account details, and other personal information (which might include sensitive information) from you in job interviews or telephone conversations and from your referees.

4.2 How we collect your personal information?

We will collect personal information directly from you when you contact TWWP via phone, email, in person or online via our website. For volunteers, we collect personal information from a third party in the form of the results of a Police Check and Working with Children Check.

4.3 Why we collect, hold, use and disclose your personal information

Your personal information is collected for the purpose of processing donations, issuing tax receipts, conducting research or surveys, keeping you up to date with our latest news and purposes related to those described above which would reasonably be expected by you.

If you are applying for a job, your personal information is used to process your application. If you are applying to be a volunteer, we will use your personal information to process your application, and if you are successful, to manage your volunteer activities.

Your personal information may be shared with trusted service providers (for example the bank, PayPal, our secure database provider). You may choose not to provide this information, but it may limit our ability to provide a valid receipt. We may disclose your



personal information to third parties where required by law and to anyone else to whom you authorise us to disclose it.

We do not ever sell or swap your information with other charities or data houses. We do not disclose your personal information to overseas recipients. We may also store personal information online which may be situated on overseas servers.

4.4 Accuracy of your Personal Information

It is important that your Personal Information is up to date and accurate whilst you are actively involved with TWWP. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date.

You can access and check the information that we hold about you by contacting us:

Email: mail@thewaterwellproject.org

Phone: 0402 270 383

Postal Address: PO Box 6218, Vermont, VIC 3133

If your records are incorrect, or if you would like to update your record, please contact us. We will normally delete or correct it promptly. We may deny your request to access or correct your personal information where we are permitted to by law. We will provide reasons if we deny your request and information about the complaint mechanisms available.

4.5 Security of Personal Information

We may hold your personal information in either electronic or hard copy form. We will take reasonable steps to ensure the personal information which we hold will be held securely in accordance with our Privacy Policy and in accordance with the APPs.

4.6 Cookies

We may use technology to track the patterns of behaviour of visitors to our site, including the number of visitors and the web pages browsed. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you modify your browser settings.

4.7 Queries and Complaints

If you have any questions or comments about your privacy, please contact us.

If you have a complaint about how we handle your personal information, please contact:



Email: mail@thewaterwellproject.org

Phone: 0402 270 383

Postal Address: PO Box 6218, Vermont, VIC 3133

If your complaint is not resolved to your satisfaction or we have not responded to you within 30 days, you have the right to contact the Australian Information Commissioner.

Office of the Australian Information Commissioner: www.oaic.gov.au

4.8 Policy Updates

This Policy may change from time to time. The current version is available on our website.

5 Administration

The Board is responsible for the administration of this policy. The policy will be reviewed and revised as needed every two years.