

Privacy Policy

Last update – May 2023

Wildlife Smart Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the APPs may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and job title.

This Personal Information is obtained through our online registration form at www.koalasmart.org.au or through correspondence.

The primary purposes for which we collect, hold, use and disclose personal information are to:

Provide, administer, improve and personalise our services and goods; process donations and payments; identify individuals; assess applications for support or assistance; assess employee or volunteer applications; appoint new directors or members of Wildlife Smart Ltd; undertake criminal history checks; provide you with information about Wildlife Smart Ltd; conduct surveys and research; protect our lawful interests; and respond to your queries or concerns.

We may also collect use and disclose personal information in connection with lawful information requests from courts, government agencies and lawyers and in connection with suspected fraud, misconduct or unlawful activity.

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. For example, we need to provide reports to our program's funding sources on what age groups and locations are using our program.

If you are a [donor, mailing list registrant or volunteer], we may use your personal information to provide you with ongoing promotional materials and marketing

communications about our events, products, services and fundraising initiatives by telephone, email, online or by other means (unless you opt out or we are subject to legal restrictions). You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing at info@koalasmart.org.au.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Where we collect sensitive information from you, including health information, we will do so only with your consent, where you provide such information voluntarily or where otherwise authorised by law. You may withdraw your consent for us to retain this information at any time.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Unsolicited information

From time to time, we may also receive unsolicited information, being information that we have not taken active steps to collect. Examples include misdirected mail, unsolicited employment applications and promotional flyers containing personal information.

When we receive such information, we will decide within a reasonable period whether we could have collected it pursuant to the requirements in the APP. If we determine that we could not have collected the information, we will destroy or de-identify it as soon as

practicable. Alternatively, if we determine that we could not have collected the information and wish to retain it, we will deal with this information in accordance with our obligations under the APP.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

If you have ticked the 'I allow my basic contact details to be shared with Koala Smart volunteers and or experts in the field who can provide support with the program (depending on volunteer availability in your area),' your name, school, school location, phone or email (depending on which ones you have ticked as preferred method of contact) will be available for reference to Koala Smart volunteers and Koala Smart approved koala conservationists.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Using our Website

When you visit our website to read, browse or download information, our system may record information such as browser type, operating system, the date and time you visit the websites, the pages accessed and any information downloaded. This information is used to analyse how people use our website so that we can improve our offerings.

Cookies

Like many other websites, our website may use an internet browser feature from time to time called 'cookies'. A cookie is a small data file that may be placed on a web user's computer (usually in the browser software folder) the first time that a computer visits a website that operates cookies. Cookies by themselves cannot be used to personally identify you – they only identify the computer used to visit our website and help us maintain the continuity of

your browsing session by remembering your preferences for when you return. You can configure your web browsing software to reject cookies, however this may limit the functionality of our website or prevent you from accessing some parts of our website.

Google Analytics

We use Google Analytics to inform and optimise content based on your past visits to our website.

Google Analytics informs us of how visitors use our website based on their browsing habits, so that we can improve our website, and make it easier to find information. Google also receives this information as you browse our website and other websites on the Google Display Network using remarketing.

If you would like to opt-out of customised Google Display Network services and Google Analytics for Display Advertising you can do so through Google “Ad Settings”. You can also use the “Google Analytics Opt-out Browser Add-on” so you are not tracked by Google Analytics.

Third party websites

Our website may contain links to other websites that are not owned or controlled by us. We are not responsible for the privacy practices or policies of those websites.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing at info@koalasmart.org.au.

We will not charge any fee for your access request.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as

soon as practicable (info@koalasmart.org.au) so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and this document and its updates will be available on our [website](#).

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

Wildlife Smart Ltd trading as Koala Smart
P.O. Box 6135
Port Macquarie NSW 2444

E: info@koalasmart.org.au

We take your privacy concerns very seriously. Where you express any concerns that we have interfered with your privacy, we will respond to let you know who will be handling your matter and when you can expect a further response.

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au and on 1300 363 992.