



## PRIVACY POLICY

Wayside Chapel (ABN 88 125 77 1587) (**we, us and our**) is committed to protecting the privacy of your personal information. This privacy policy explains how we collect, use, disclose and hold personal information and how to contact us if you have any queries about our management of your personal information.

### **What is personal information?**

"Personal information" is information or an opinion, in any form and whether true or not, about an identified individual or an individual who is reasonably identifiable. Examples include an individual's name, address, contact number and email address.

"Sensitive information" is a special category of personal information. Sensitive information includes health information and information about an individual's race or ethnic origin, religious beliefs or affiliations, sexual orientation or criminal record.

### **The kinds of personal information we collect and hold**

The kinds of personal information we collect and hold about you depends on the nature of your dealings with us and the circumstances of collection, including whether we collect the information from you as a visitor, event or workshop participant, volunteer, donor, customer, supplier or job applicant, member of the Wayside congregation or in some other capacity.

For example, if you are a visitor to our spaces and/or services, we may collect your name and contact details and details of your interactions with us. If we provide healthcare-related services to you, we will also collect health information, including information in relation to medical and family history, medications and risk factors. We may also collect Medicare numbers (where available) for identification and claiming purposes.

As a visitor, you will generally have the option of not identifying yourself, or using a pseudonym when engaging with Wayside, but this may impact the services and supports we are able to access for you.

If you are a donor or customer or you register to participate in one of our events or workshops, we collect information such as your name, physical and/or email addresses and payment details.

If you deal with us in some other capacity (for example, as a volunteer, supplier or job applicant), we may collect your name and contact details and any other information you choose to provide to us. We may also collect details of the interactions you have with us.

If you provide us with personal information about another person, please make sure that you have authority to do so, and tell them about this privacy policy.

In the provision of our services, we may collect sensitive information about you to help us support your needs, but will only do with your consent (which consent may be express or implied in the circumstances) or where we are otherwise required or authorised by law to do so.

## How we collect personal information

We may collect personal information in a variety of ways, including from you directly (such as when you visit one of our spaces or services or interact with us in writing, electronically or by telephone), when you visit and communicate with us through our website or social media sites (including [www.waysidechapel.org.au](http://www.waysidechapel.org.au)) or when you participate in one of our events or workshops.

## CCTV Footage

We use CCTV cameras to monitor and record activity at and around the entrances of Wayside's spaces, for the safety and security of our staff, volunteers, visitors and others who interact with us. Our CCTV cameras may also capture footage of others in the vicinity of our spaces from time to time. To the extent that they may be identified, the images captured by our CCTV cameras may include the personal information of those individuals depicted.

We may also collect your personal information via third parties, such as:

- service providers and agencies who are providing services to you; and
- our professional marketing and fundraising contractors.

## The purposes for which we collect, hold, use and disclose personal information

We collect, hold, use and disclose personal information for a range of purposes, including to:

- provide our services (including arranging referrals and liaising with other service providers and agencies);
- respond to enquiries about our services;
- promote, administer and conduct our events and workshops;
- send news and information about our activities;
- seek financial support through appeals, telemarketing and other campaigns;
- process payments and donations;
- perform research and analysis;
- manage our relationships with our visitors, donors, volunteers and suppliers;
- consider job applicants for current and future employment;
- complying with our legal and regulatory obligations; and
- conduct activities relating to the management and administration of Wayside's services, including staff training, quality assurance and evaluation, security, work health and safety and for investigating or managing complaints and incidents.

We may use and disclose your information for other purposes required or authorised by or under law, including to comply with the requirements of the Children and Young Persons (Care and Protection) Act 1998 NSW and other applicable legislation.

If we are unable to collect personal information from or about you, we may not be able to provide our products or services to you, respond to your enquiries or engage in certain other dealings with you.

### **Direct marketing**

If you subscribe to our Inner Circle newsletter, make a donation to us or participate in an event or workshop hosted on our behalf, we may use your personal information to contact you with Wayside Chapel news and information about our services and events.

You can let us know at any time if you no longer wish to receive these communications, by contacting us (using the contact details at the end of this policy) or using the opt-out or unsubscribe facility in our communications.

Opting out of these communications will not stop you receiving receipts and other transactional communications as required by law.

### **Disclosure of personal information to third parties**

We may sometimes need to disclose personal information to third parties for the above purposes. For example:

- If you are a visitor receiving services and supports from Wayside, we may disclose personal information to your other service providers (including healthcare and other professionals) with your consent or as otherwise required or permitted by law;
- We may disclose personal information to our contracted service providers, including IT service providers, accreditation agencies and external business advisers such as auditors and lawyers;
- If you are a donor or other supporter of Wayside (and have not opted out of receiving communications as described above), this may include service providers we have engaged to assist us with marketing and fundraising activities;
- We may disclose personal information to financial institutions for payment processing;
- If you have applied for a position at Wayside, we may disclose your personal information to referees whose details you have provided to us; and
- We may disclose personal information to other third parties as authorised by this or related policies and/or as required or permitted by law.

We may also provide de-identified data to third parties, including to our funding bodies (for reporting purposes) and to government agencies (to improve population health outcomes).

### **Disclosure of personal information to overseas recipients**

We may from time to time use service providers who are located overseas. As a result, personal information collected and held by us may be transferred overseas.

### **Quality and security of personal information**

We take reasonable steps to ensure that personal information we collect, use and disclose is accurate, complete, up to date and relevant. You can help us by letting us know (using the contact details at the

end of this policy) about any changes to your personal information, such as your address and phone number.

We may store your information in hard copy and/or in electronic form. We take reasonable steps to protect the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure. This includes taking appropriate security measures to protect electronic materials and materials stored in hard copy, and measures to appropriately destroy those materials when they are no longer required by us.

### **Access to and correction of your personal information**

Please contact us (using the contact details at the end of this policy) if you would like to access or correct the personal information we hold about you. We will generally provide you with access to your personal information, subject to some exceptions permitted by law.

To make sure your information is only given to you or someone authorised to act on your behalf, you may be required to follow an access procedure, including verification of identity and authority.

### **Our website ([www.waysidechapel.org.au](http://www.waysidechapel.org.au))**

#### ***Collection of information other than personal information***

Some of the information collected about your visit to our website is not personal information, because it does not reveal your identity. For example, we may record your server address, the date and time of your visit, the pages you viewed, any documents you downloaded and the type of browser and operating system you used.

If collected, this information will be used and disclosed by us in anonymous, aggregated form only, for purposes including statistical analysis and web site development. You are not individually identified, however we reserve the right to use or disclose this information to try to locate an individual where we reasonably believe that the individual may have engaged in any unlawful or inappropriate activity in connection with our website, or where we are otherwise required or authorised by law to do so.

#### ***Cookies, web beacons and internet protocol addresses***

Our website may use a software technology called "cookies". Cookies are small text files that we place in visitors' computer browsers to store their preferences. Cookies themselves do not contain any personal information. "Web beacons" are small pieces of code placed on a web page to monitor the behaviour and collect data about the visitors viewing a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page. We may use web beacons on our website from time to time for this purpose. You may disable cookies by adjusting the preferences on your browser, but doing so may disable certain features of our website.

Some of the information collected about your visit to our website is not personal information, because it does not reveal your identity. For example, we may record your IP address, the date and time of your visit, the pages you viewed, the page you came from to get to our site, any documents you downloaded and the type of browser and operating system you used.

If collected, this information will be used and disclosed by us in anonymous, aggregated form only, for purposes including statistical analysis and web site development. You are not individually identified, however we reserve the right to use or disclose this information to try to locate an individual where we reasonably believe the individual may have engaged in any unlawful or inappropriate activity in connection with our website, or where we are otherwise required or authorised by law to do so.

### Concerns and complaints

Please contact us (using the contact details at the end of this policy) if you have any concerns or complaints about the manner in which we have collected or handled your personal information. We will inquire into your complaint and respond to you in writing within 30 days. If you are not satisfied with our response, you can contact us to discuss your concerns or lodge a complaint with the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)).

### Changes to this privacy policy

We may amend this privacy policy from time to time. The current version will be available on our website at [www.waysidechapel.org.au](http://www.waysidechapel.org.au).

### Contact details and additional information

If you would like more information about our approach to privacy, or if you wish to contact us regarding the information set out in this privacy policy, please contact our Privacy Officer:

- by phone: 02 9581 9100
- by email: [privacy@thewaysidechapel.com](mailto:privacy@thewaysidechapel.com)
- by post: 29 Hughes Street Kings Cross

(Please mark any correspondence to the attention of the Privacy Officer).