

Privacy Policy

Policy number	PP2024T4	Version	1
Drafted by	Cécile Couper	Approved by Board on	31st May 2024
Responsible person	Caroline Mawditt	Scheduled review date	1st June 2025

Introduction

The Board of the Alliance française de la Sunshine Coast is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

Purpose

The purpose of this document is to provide a framework for the Alliance française de la Sunshine Coast in dealing with privacy considerations.

Policy

The Alliance française de la Sunshine Coast collects and administers a range of personal information for the purposes of providing the best service to our members. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

The Alliance française de la Sunshine Coast recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy, which is compliant with the Privacy Act 1988 (Cth).

The Alliance française de la Sunshine Coast is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

The Alliance française de la Sunshine Coast will

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

Authorisation

[Signature of Board Secretary]

[Date of approval by the Board]

[Name of Organisation]

Privacy Procedures

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Responsibilities

The Alliance française de la Sunshine Coast's Board is responsible for developing, adopting and reviewing this policy.

The Alliance française de la Sunshine Coast's President is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

Processes

Collection

The Alliance française de la Sunshine Coast will:

- Only collect information that is necessary for the performance and primary function of the Alliance française de la Sunshine Coast.
- Collect personal information only by lawful and fair means and not in an unreasonably intrusive way.
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.
- Collect personal information from the person themselves wherever possible.
- If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- Collect Sensitive information only with the person's consent or if required by law. (Sensitive information includes health information and information about religious beliefs, race, gender and others)
- The Alliance française de la Sunshine Coast will also collect sensitive information about an individual if such collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, where the individual whom the information concerns:
 - is physically or legally incapable of giving consent to the collection; or
 - physically cannot communicate consent to the collection;
- If the Alliance française de la Sunshine Coast collects information during the course of the activities of a non-profit organisation—the following conditions must be satisfied:
 - the information relates solely to the members of the organisation or to individuals who have regular contact with it in connection with its activities;
 - at or before the time of collecting the information, the Alliance française de la Sunshine Coast will inform the individual whom the information concerns that it will not disclose the information without the individual's consent; and
 - the collection must be necessary for the establishment, exercise or defence of a legal or equitable claim.
- Determine, where unsolicited information is received, whether the personal information could have collected it in the usual way, and then if it could have, it will be treated normally. (If it could not have been, it must be destroyed, and the person whose personal information has been destroyed will be notified about the receipt and destruction of their personal information).

Use and Disclosure

The Alliance française de la Sunshine Coast will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, the Alliance française de la Sunshine Coast will obtain consent from the affected person.
- In relation to a secondary purpose, use or disclose the personal information only where:
 - a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
 - the person has consented; or
 - certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- In relation to personal information which has been collected from a person, use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and the Alliance française de la Sunshine Coast has provided an opt out and the opt out has not been taken up.
- In relation to personal information which has been collected other than from the person themselves, only use the personal information for direct marketing if the person whose personal information has been collected has consented (and they have not taken up the opt-out).
- In each direct marketing communication with the individual, the Alliance française de la Sunshine Coast draws to the individual's attention, or prominently displays a notice, that he or she may express a wish not to receive any further direct marketing communications.
- In relation to the overseas transfer of personal information, if it is impractical for the Alliance française de la Sunshine Coast to receive the person's consent to that transfer, the Alliance française de la Sunshine Coast must have sufficient reasons to believe that the person would likely give consent could they be contacted.
- Provide all individuals access to personal information except where it is a threat to life or health or it is authorized by law to refuse and, if a person is able to establish that the personal information is not accurate, then the Alliance française de la Sunshine Coast must take steps to correct it. The Alliance française de la Sunshine Coast may allow a person to attach a statement to their information if the Alliance française de la Sunshine Coast disagrees it is inaccurate.
- Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
- Make no charge for making a request for personal information, correcting the information or associating a statement regarding accuracy with the personal information.
- Each written direct marketing communication with the individual must set out the Alliance française de la Sunshine Coast's business address and telephone number and, if the communication with the individual is made by fax, telex or other electronic means, a number or address at which the organisation can be directly contacted electronically.
- If the disclosure of sensitive information is necessary for research, or the compilation or analysis of statistics, relevant to public health or public safety and it is impracticable for the Alliance française de la Sunshine Coast to seek the individual's consent before the use or disclosure and the use or disclosure is conducted in accordance with guidelines approved by the Commissioner under section 95A, the organisation may make such a disclosure.

- If the Alliance française de la Sunshine Coast has sufficient reasons to believe that an unlawful activity has been, is being or may be engaged in, and the disclosure of personal information becomes a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities, the Alliance française de la Sunshine Coast may make such disclosures.
- The Alliance française de la Sunshine Coast may further disclose personal information if its disclosure is mandated by an enforcement body or is required for the following:
 - the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law;
 - the enforcement of laws relating to the confiscation of the proceeds of crime;
 - the protection of the public revenue;
 - the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct;
 - the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

For the purpose of this Clause, the Alliance française de la Sunshine Coast must make a written note of the use or disclosure.

Storage

The Alliance française de la Sunshine Coast will:

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorized access, interference, unauthorized modification or disclosure.
- Before the Alliance française de la Sunshine Coast discloses any personal information to an overseas recipient including a provider of IT services such as servers or cloud services, establish that they are privacy compliant. The Alliance française de la Sunshine Coast will have systems which provide sufficient security.
- Ensure that the Alliance française de la Sunshine Coast data is up to date, accurate and complete.

Destruction and de-identification

The Alliance française de la Sunshine Coast will:

- Destroy personal information once is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.
- Change information to a pseudonym or treat it anonymously if required by the person whose information [organisation] holds and will not use any government related identifiers unless they are reasonably necessary for our functions.

Data Quality

The Alliance française de la Sunshine Coast will:

- Take reasonable steps to ensure the information [the organisation] collects is accurate, complete, up to date, and relevant to the functions we perform.

Data Security and Retention

The Alliance française de la Sunshine Coast will:

- Only destroy records in accordance with the organisation's Records Management Policy.

Openness

The Alliance française de la Sunshine Coast will:

- Ensure stakeholders are aware of the Alliance française's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.
- On request by a person, the Alliance française de la Sunshine Coast must take reasonable steps to let the person know, generally, what sort of personal information it holds, for what purposes, and how it collects, holds, uses and discloses that information.

Access and Correction

The Alliance française de la Sunshine Coast will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.
- If the individual and [organisation] disagree about whether the information is accurate, complete and up to date, and the individual asks the Alliance française de la Sunshine Coast to associate with the information a statement claiming that the information is not accurate, complete or up to date, the the Alliance française de la Sunshine Coast will take reasonable steps to do so.
- The Alliance française de la Sunshine Coast will provide to the individual its reasons for denial of access or a refusal to correct personal information.
- The Alliance française de la Sunshine Coast can withhold the access of an individual to his/her information if:
 - providing access would pose a serious and imminent threat to the life or health of any individual; or
 - providing access would have an unreasonable impact upon the privacy of other individuals; or
 - the request for access is frivolous or vexatious; or
 - the information relates to existing or anticipated legal proceedings between the organisation and the individual, and the information would not be accessible by the process of discovery in those proceedings; or
 - providing access would reveal the intentions of the organisation in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
 - providing access would be unlawful; or
 - providing access would be likely to prejudice an investigation of possible unlawful activity; or
 - an enforcement body performing a lawful security function asks [organisation] not to provide access to the information on the basis that providing access would be likely to cause damage to the security of Australia.
- Where providing access would reveal evaluative information generated within the organisation in connection with a commercially sensitive decision making process, [organisation] may give the individual an explanation for the commercially sensitive decision rather than direct access to the information.
- If the Alliance française de la Sunshine Coast decides not to provide the individual with access to the information on the basis of the above mentioned reasons, the Alliance française de la Sunshine Coast will consider whether the use of mutually agreed intermediaries would allow sufficient access to meet the needs of both parties.

- The Alliance française de la Sunshine Coast may charge for providing access to personal information. However, the charges will be nominal and will not apply to lodging a request for access.

Identifiers

- The Alliance française de la Sunshine Coast will not adopt as its own identifier of an individual, an identifier that has been assigned by any third party. It may however adopt a prescribed identifier by a prescribed organisation in prescribed circumstances.
- The Alliance française de la Sunshine Coast will not use or disclose the identifier assigned to an individual by a third party unless:
 - the use or disclosure is necessary for the organisation to fulfil its obligations to the agency; or
 - the use or disclosure is by a prescribed organisation of a prescribed identifier in prescribed circumstances.

Anonymity

- Allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis.

Making information available to other organisations

The Alliance française de la Sunshine Coast can:

- Release information to third parties where it is requested by the person concerned.

Authorisation

[Signature of CEO]

[Name of CEO]

[Date]

PRIVACY POLICY

Your privacy is important

This statement outlines the Alliance française de la Sunshine Coast's policy on how the Alliance française de la Sunshine Coast uses and manages personal information provided to or collected by it.

The Alliance française de la Sunshine Coast respects the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The Alliance française de la Sunshine Coast may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the Alliance française de la Sunshine Coast's operations and practices and to make sure it remains appropriate to the changing legal environment.

This privacy policy assumes that you are resident in Australia. If you are resident in the UK or Europe, please contact us for more information regarding how we treat your personal information.

What kind of personal information does the Alliance française de la Sunshine Coast collect and how does the Alliance française de la Sunshine Coast collect it?

The type of information the Alliance française de la Sunshine Coast collects and holds includes (but is not limited to) personal information, including sensitive information, that is:

- necessary for the performance and primary function of the Alliance française de la Sunshine Coast.
- only collected by lawful and fair means and not in an unreasonably intrusive way.

Personal Information you provide:

The Alliance française de la Sunshine Coast will generally collect personal information held about an individual by way of logging on to our website, phone calls, forms, meetings *etc*]. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

Personal Information provided by other people:

In some circumstances the Alliance de la Sunshine Coast may be provided with personal information about an individual from a third party, for example another Alliance française.

In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the Alliance française de la Sunshine Coast's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between the Alliance française de la Sunshine Coast and employee.

How will the Alliance use the personal information you provide?

The Alliance française de la Sunshine Coast will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, the Alliance française de la Sunshine Coast will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

We may use video surveillance for security purposes and the footage will be used only by the the Alliance française de la Sunshine Coast and by the providers of our security services for security purposes. Surveillance videos are not used by the Alliance française de la Sunshine Coast for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

Job applicants, staff members and contractors:

In relation to personal information of job applicants, staff members and contractors, the Alliance française de la Sunshine Coast primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which the Alliance française de la Sunshine Coast uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- to satisfy the Alliance française de la Sunshine Coast legal obligations,

Where the Alliance française de la Sunshine Coast receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Volunteers:

The Alliance française de la Sunshine Coast also obtains personal information about volunteers who assist the Alliance française de la Sunshine Coast in its functions or conduct associated activities, such as to enable the Alliance française de la Sunshine Coast and the volunteers to work together.

Marketing and fundraising:

The Alliance française de la Sunshine Coast treats marketing and seeking donations for the future growth and development of the Alliance française de la Sunshine Coast as important]. Personal information held by the Alliance française de la Sunshine Coast may be disclosed to an organisation that assists in the Alliance française de la Sunshine Coast fundraising, for example, another Alliance française within the Australian network.

Who might the Alliance française de la Sunshine Coast disclose personal information to?

The Alliance française de la Sunshine Coast may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to the Alliance française de la Sunshine Coast,
- Other Alliance françaises within the Australian network
- anyone you authorise the Alliance française de la Sunshine Coast to disclose information to.

Sending information overseas:

The Alliance française de la Sunshine Coast will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

We do use French providers of IT services including servers and cloud services (Apolearn)

How does the Alliance française de la Sunshine Coast treat sensitive information?

In referring to 'sensitive information', the Alliance française de la Sunshine Coast means:

“information relating to a person’s racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual orientation or criminal record, that is also personal information; and health information about an individual”.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

The Alliance française de la Sunshine Coast’s staff are required to respect the confidentiality of personal information and the privacy of individuals.

The Alliance française de la Sunshine Coast has in place steps to protect the personal information the Alliance française de la Sunshine Coast holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

We have a data breach response plan, which we would follow in the unlikely event of a privacy or data breach.

Updating personal information

The Alliance française de la Sunshine Coast endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the Alliance française de la Sunshine Coast by contacting the Administrative Officer of the Alliance française de la Sunshine Coast at any time.

The Australian Privacy Principles requires the Alliance française de la Sunshine Coast not to store personal information longer than necessary.

You have the right to check what personal information the Alliance française de la Sunshine Coast holds about you.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which the Alliance française de la Sunshine Coast holds about them and to advise the Alliance française de la Sunshine Coast of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information the Alliance française de la Sunshine Coast holds about you, please contact the Administrative Officer in writing.

The Alliance française de la Sunshine Coast may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, the Alliance française de la Sunshine Coast may charge a fee to retrieve and copy any material. If the information sought is extensive, the Alliance française de la Sunshine Coast will advise the likely cost in advance.

How long will the Alliance française de la Sunshine Coast keep my information?

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

Enquiries and privacy complaints

If you would like further information about the way the Alliance française de la Sunshine Coast manages the personal information it holds, please contact the Administrative Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Administrative Officer who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: enquiries@oaic.gov.au
- tel: 1300 363 992
- fax: +61 2 9284 9666