



NAME: Privacy Policy
DATE: latest update March 2018

Woodfordia Inc. is an organisation that must comply with the new Australian Privacy Principles (APP) within the Australian Privacy Act 1988. Woodfordia Inc. upholds the principle that private information about an individual is important and should be protected. The organisation is committed to maintaining best privacy practice within its functions and activities.

Purpose:

This Policy provides information about the organisation's handling of personal information, including sensitive information, according to the Privacy Act and, in particular, the Australian Privacy Principles (APPs) set out in that Act.

Application:

This Policy applies to Woodfordia Inc., its officers, employees, contractors, volunteers, prospective volunteers, and to members of the public. It concerns the Woodfordia Inc.'s management of personal information.

Policy Statement:

Woodfordia Inc. is committed to:

- Protecting individuals' privacy according to the Privacy Act;
- Ensuring that its officers, employees, contractors, and volunteers understand the Woodfordia Inc.'s, and their, rights and responsibilities;

Woodfordia Inc.'s officers, employees, contractors and volunteers are responsible for ensuring their own work practices comply with this Policy and any related Procedures.

A breach of this Policy may constitute misconduct and be subject to disciplinary action, or a breach of contract.

1. Collecting personal information

Woodfordia Inc. collects the personal information it needs to carry out a particular function or activity.

Direct collections

Usually, Woodfordia Inc. collects this information from a person when they provide it directly. For example, the organisation may collect the information:

- when you purchase a ticket from Woodfordia Inc.;
- when you apply to perform at one of the organisation's events;
- when you apply to be an employee of Woodfordia Inc.;
- when you apply to become a volunteer for the organisation;
- when you become a member;
- when you sign up to receive newsletters and ecards and ask to be added to Woodfordia Inc.'s email lists;
- to enter into a contract with a third party service provider;

Woodfordia Inc. may collect sensitive information, for example, to properly meet its obligation to make reasonable adjustments where a volunteer, patron or performer has a disability.

Indirect collections

Woodfordia Inc. may also collect personal information indirectly from a third party. For example, Woodfordia Inc. may collect information about your prior work experience from another organisation that is relevant to your application. Also, information that is an opinion about your creative work from third party assessors or referees. Additionally, Woodfordia Inc. may collect information from publicly accessible sources for instance, Linked In or MySpace.

Anonymous and pseudonymous interactions

Usually, Woodfordia Inc. requires your name and other contact details to deal with you, for example, to enrol you as a volunteer. However, where possible, Woodfordia Inc. will still interact with you if you wish to be anonymous or to use a pseudonym. If you make a general enquiry, for instance, Woodfordia Inc. will not ask you for your name, unless this is necessary to respond to the enquiry.

Collecting information through Woodfordia Inc.'s website

Information about the Woodfordia's collection of personal information through the website is provided in the Privacy Collection Notice for Website Users available at <http://www.woodfordfolkfestival.com/privacy-policy>

Woodfordia Inc. uses social networking services such as Twitter, Facebook and YouTube to communicate about activities. If you communicate with the organisation using these services Woodfordia may collect your personal information, but will only use it to help Woodfordia communicate with you and the public through these services. The social networking services will also handle personal information for their own purposes. These sites have their own privacy policies.

Examples of personal information held

The kinds of personal information held include:

- in relation to patrons: name, postal address, email addresses, telephone numbers, and date of birth;
- in relation to volunteers: name, postal address, email addresses, telephone numbers, date of birth, education, work experience, employment details, evaluations, health information;
- in relation to employees: name, postal address, email addresses, telephone numbers, date of birth, education, work experience, employment details and health information, superannuation fund details, Tax File Number, bank account details, remuneration, evaluations;
- in relation to third party service providers: name, postal address, email addresses, Australian Business Numbers, superannuation fund details;
- for mailing lists: name, postal address, telephone numbers, fax numbers, email addresses, name of organization;
- in relation to members and applicants for membership: name, postal address, telephone numbers, email addresses, business name, nominees and seconders;
- for people making complaints and enquiries: name, postal address, email addresses, and telephone numbers.

2. Using and disclosing personal information

Woodfordia may **use** personal information (that is not sensitive information) for the purposes for which it was collected, for related purposes that you would reasonably expect, or if you agree to the use. For example:

- in relation to volunteers: to process your application and enrolment, to enable you to be placed with a Department, to communicate with you as a volunteer or past volunteer, for evaluations and surveys, for record-keeping and archiving, for volunteer support, and to meet Woodfordia's internal and external reporting requirements;
- in relation to third party service providers: to engage and pay you or reimburse you for expenses;
- on Woodfordia's mailing lists: to send information about the organisation and its functions and activities;
- in relation to Woodfordia's members/citizens and applicants for membership: to identify you, process your membership application and manage your membership;
- where Woodfordia receives a complaint or enquiry: to deal with the complaint or enquiry .

Woodfordia may **disclose** personal information (that is not sensitive information) for the purposes for which it was collected, for related purposes that you would reasonably expect, or is you agree to the disclosure. For example:

- in relation to third party service providers: to superannuation funds;
- where Woodfordia receives a complaint: to the person or organisation who is the subject of, or who is involved in the handling of the complaint.

Where Woodfordia seeks your agreement to a use or disclosure of your personal information, Woodfordia will consider you are capable of agreeing if you are 18

years or older, unless the the organisation is aware of circumstances that suggest the contrary. If you are under 18, Woodfordia will ask your parent or guardian to agree on your behalf.

Woodfordia discloses your sensitive information for the purposes for which it is given, or for directly related purposes you would reasonably expect, or for purposes you agree to.

There maybe times that Woodfordia is also required or authorised by law, including by the Privacy Act, to use or disclose personal information, for example, where a warrant or order issued by a court requires Woodfordia to provide information or documents.

Under no circumstances will Woodfordia sell or receive payment for licensing or disclosing personal information.

3. Disclosing information overseas

Woodfordia is unlikely to disclose personal information overseas.

Web traffic information is disclosed to Google Analytics when you visit the Woodfordia's website. Google stores information across multiple countries.

When you communicate with Woodfordia through a social network service such as Facebook or Twitter, the social network provider and its partners may also store your personal information overseas.

4. Information quality

To ensure that the personal information Woodfordia collects is accurate, up-to-date and complete, Woodfordia:

- where necessary, confirms the accuracy of information it collects from a third party or a public source;
- adds updated or new personal information to existing records as set out in the section of this Policy dealing with corrections of personal information; and
- audits the organisation's contact lists to check their accuracy from time to time.

5. Storage and Security

Woodfordia takes steps to protect records of personal information, whether paper or electronic, from misuse, interference and loss, and unauthorised access, modification or disclosure.

Personal information automatically collected through our website is stored in external systems managed by third parties providing digital storage facilities for Woodfordia. These third parties are subject to the terms of a service agreement. Woodfordia also stores information using internally managed digital systems. Woodfordia uses firewalls for the protection of its local area network. Passwords and graded access rights as well as auditing logs are used to regulate access to personal information.

Other steps Woodfordia takes to protect records of personal information include the following:

- storing all paper records in cabinets within an office building that is locked after hours, commonly fire resistant;
- restricting access to paper records to relevant staff; and
- electronic records are only available to employees who have been issued with personal login identification and access by the organisation. Employees are only given a level of access appropriate to their duties.

6. Accessing and correcting personal information

You may request access to, or the correction of, your personal information in writing or verbally by contacting Woodfordia Inc.'s General Manager via the office at reception@woodfordia.com or 07 5496 1066 or PMB 2, Woodford, QLD, 4514.

Woodfordia may correct incorrect personal information on its own initiative.

Woodfordia will either give access to, or correct, the personal information requested, or inform you why access or correction is refused, within 30 calendar days after the day the request is made, unless this is impractical.

In giving access, Woodfordia will impose as few restrictions as possible and will not impose any charges. Woodfordia will give access in the manner requested by you if this manner is reasonable and practical.

Woodfordia will confirm your identity before giving access to your personal information.

If Woodfordia decides to refuse access, or to refuse access in the manner requested, the organisation will inform you in writing, giving its reasons (except to the extent that it would be unreasonable to do so, having regard to the grounds for refusal) and inform you of available complaint mechanisms.

7. Disposing of personal information records

Woodfordia's records of personal information are destroyed or de-identified if they are no longer needed for any purpose for which it may be used or disclosed in accordance with the Australian Privacy Principles.

8. Complaints

Complaints about interferences with your privacy may be sent in writing to the Woodfordia for internal review by contacting the General Manager via the office at reception@woodfordia.com or 07 5496 1066 or PMB 2, Woodford, QLD, 4514.

Please allow a reasonable time (usually 30 days) to respond.

People who believe there has been an interference with their privacy may make a complaint in writing to the Information Commissioner. The Information Commissioner may investigate, determine and make declarations in a matter, but will commonly not investigate a complaint if the person has not first raised it with Woodfordia.

There is provision in the Privacy Act for the enforcement of the Information Commissioner's determinations, including by the Federal Court of Australia or the Federal Circuit Court.

Definitions

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

sensitive information means

- (a) information or an opinion about an individual's:
 - (i) racial or ethnic origin; or
 - (ii) political opinions; or
 - (iii) membership of a political association; or
 - (iv) religious beliefs or affiliations; or
 - (v) philosophical beliefs; or
 - (vi) membership of a professional or trade association; or
 - (vii) membership of a trade union; or
 - (viii) sexual preferences or practices; or
 - (ix) criminal record; that is also personal information; or
- (b) health information about an individual; or
- (c) genetic information about an individual that is not otherwise health information; or
- (d) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
- (e) biometric templates.