



Toukley Neighbourhood Centre

Ph: 02 43961555 / Email: admin@tnc.org.au / Website: www.tnc.org.au
PO Box 55, Toukley NSW 2263 / ABN: 64 997 484 484 / Association No: Y02437-47

TNC is the beating heart of our community. We foster connection, celebrate diversity and provide a safe and welcome space where people are supported, empowered, and equipped with the opportunity to grow, thrive and reciprocate.

PRIVACY STATEMENT

Policy Information

Title:	Privacy Statement
Effective Date:	10 November 2025
Policy Owner:	Executive Officer
Applies To:	All TNC staff and volunteers Board members and management Contractors, students, and visitors involved in child-related work
Next Review Date:	November 2026

Change Control

Effective Date	Author	Approver	Comments
09/10/2023	Bronwyn Evans	Board of Management	Initial policy
10/11/2025	Bronwyn Evans	Board of Management	Updated under legal guidance

Publication & Review

This policy is made publicly available on the TNC website and at our Centre. Feedback is welcomed and considered at each review.



1. About this Privacy Statement

- 1.1. Toukley Neighbourhood Centre Inc (ABN 64 997 484 484) (**TNC**, the **Organisation** or **we, us, our**) adopts proactive measures to protecting and handling of your information in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**).
- 1.2. This Privacy Statement (**Statement**) applies to TNC and describes how we collect, handle and protect the privacy of your personal information.
- 1.3. TNC delivers government programs and services such as targeted early intervention to provide information, referral, support and outreach for and with vulnerable children, young people, families and community members, partnering with community organisations to deliver regular community programs, activities and events.
- 1.4. We are committed to protecting your privacy and understand the importance of protecting your personal information. This Statement outlines the types of personal information that we usually collect, the purposes for which we collect it, to whom we disclose it, how we hold and keep it secure and your rights in relation to your personal information, including how to complain and how we deal with complaints.
- 1.5. We will handle your personal information in accordance with this Statement and applicable, legislation including the Privacy Act and the Australian Privacy Principles contained in the Privacy Act.
- 1.6. We can change this Statement from time to time by publishing changes to our website.

2. What is personal information?

- 2.1. In this Statement, the term '**personal information**' means information or opinion about an identifiable or reasonably identifiable individual. One type of personal information is '**sensitive information**', which includes information about an individual's health, genetics, race, political opinion or membership, religion, philosophical beliefs, union membership, sexual preference and criminal record.
- 2.2. This Statement does not apply to the personal information of our employees.

3. What kinds of personal information does the Organisation collect?

- 3.1. In certain circumstances, we will collect personal information about you, for example when you contact us, apply for assistance, apply for a volunteer position, donate, or use one of our services. The type of information we collect can include (but is not limited to):
 - (a) your name and date of birth;
 - (b) your contact details, such as home and email addresses, and telephone number;
 - (c) past, present, and future employment information;
 - (d) information about your personal circumstances (eg: marital status, gender, job title and relevant information about your partner and children);
 - (e) information about your background (eg: age, ethnicity and languages spoken);
 - (f) government identifiers (eg Centrelink Reference Number and Medicare Number);
 - (g) financial information (eg: bank details, bank statements, payslips and/or Centrelink statements, expense estimates, information on existing debts); and
 - (h) identification documents (eg: driver's license, passport, Medicare card, Centrelink card).
- 3.2. In certain circumstances, we will collect sensitive information, such as medical history, health and disability information, about you with your consent. For example, we will collect information about your health to provide our free counselling services or refer you to other community services such as mental health and wellbeing services or aged care and disability support.
- 3.3. We also monitor and record details of our interactions with you (including any contact we have with you in person, by email, online or on the telephone), for dispute resolution and training purposes. We will advise you before we monitor or record any telephone calls.
- 3.4. Where we collect sensitive information from you, including health information, we will do so only with your consent or where otherwise authorised by law. You may withdraw your consent for the Organisation to retain this information at any time.

4. Dealing with us anonymously or using a pseudonym

- 4.1. Where possible and lawful, you may interact with us anonymously or using a pseudonym. For example, if you contact us with a general question we will not record your name unless we need it to adequately handle your question.

-
- 4.2. However, for many of our functions and activities we usually need your name, contact information and other details to enable us to provide our services to you.

5. Ways we collect your personal information

- 5.1. We collect personal information from or about you in different ways, including:
- (a) from you directly when you interact with us, eg from our discussions with you, when you complete a form, your emails and your interaction with our website;
 - (b) through third parties with whom we interact in order to provide our services; and
 - (c) publicly available sources, including social media.
- 5.2. When you visit our website, we will also use 'cookies' or other similar tracking technologies that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our website may not work as intended for you if you do so.
- 5.3. Whilst we do not use browsing information to identify you personally, we will record certain information about your use of our website, such as which pages you visit, the time and date of your visit, search engine referrals and the internet protocol address assigned to your computer.

6. Purposes for which the Organisation collects, uses and discloses personal information

- 6.1. The primary purposes for which we collect, hold, use and disclose personal information include to:
- (a) provide, administer, improve and personalise our services and goods;
 - (b) manage volunteers and staff;
 - (c) process donations and payments;
 - (d) identify individuals;
 - (e) assess applications for support or assistance;
 - (f) provide support and assistance to those in need;
 - (g) disclose to third parties who can provide you with financial or health assistance where you have requested such services;
 - (h) offer or promote our products and services;
 - (i) help us manage, develop and enhance our services, including our website and applications;
 - (j) protect our lawful interests and to comply with our legal obligations, resolve any disputes and enforce our agreements and rights with third parties; and
 - (k) respond to your queries or concerns.
- 6.2. We 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.

7. Disclosing your personal information

- 7.1. In certain circumstances, we will exchange your personal information with other service providers and non-for-profit organisations, including government agencies, who may provide you with assistance or assist us with archival, auditing, accounting, legal, business, banking, payment, delivery, data processing, storage and analysis, research, investigation, website or technology services.
- 7.2. In the course of providing our products and services to you, we can disclose your personal information with the following:
- (a) third parties in order to provide our services, including our third party community service providers and referrals to other support services where applicable;
 - (b) organisations we contract to provide services on our behalf such as software suppliers and mail houses;
 - (c) our professional advisers, including lawyers, accountants and auditors; and
 - (d) government agencies, regulatory bodies and law enforcement agencies or other similar entities.
- 7.3. We will not disclose your personal information to overseas recipients. We use a third-party service provider, Salesforce Nonprofit Cloud, to store your personal information. In providing these storage services, Salesforce may process your personal information using overseas recipients. For more

information regarding the overseas locations Salesforce may process your personal information to, see: <https://www.salesforce.com/company/legal/privacy/>

8. Direct Marketing

- 8.1. With your consent, we will 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 under the *Spam Act 2003* (Cth) and the *Do Not Call Register Act 2006* (Cth)).
- 8.2. You can withdraw your consent to receiving direct marketing communications from us at any time by unsubscribing from the mailing list by contacting us via the contact details listed on our website.

9. Protecting your information

- 9.1. We hold your personal and sensitive information (as applicable) in our electronic database or hard copy format on our own premises. We take all reasonable and appropriate steps (including organisational and technological measures) to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. Our digital data is stored using Salesforce Nonprofit Cloud. You can find more details about how Salesforce manages our data at: <https://www.salesforce.com/company/legal/privacy/>
- 9.2. We only keep your personal and sensitive information (as applicable) for as long as it is required for the purpose for which it was collected or as otherwise required by applicable laws. If we no longer need to hold your personal information for any reason or we are no longer required by law to keep it, we will take the steps outlined in our Records Management Policy (available at: <https://tnc.org.au/policies>) to de-identify or destroy that information. These steps vary depending on the nature of the information, the way it was collected and how it was stored. Our Records Management Policy sets out the steps we take to protect personal information we hold, including policies for staff access to personal information and our approach to auditing staff access.

10. How can you request access or amendments to your personal information or make a complaint?

- 10.1. You have a right to request access to personal information we hold about you and to request your personal information be corrected. You may request access to, or correction of, the personal information we hold about you at any time by contacting us using the details set out below. We will need to verify your identity before responding to your request. Subject to any applicable exceptions or requirements, we will provide you with access to the personal information you request within a reasonable time and usually within 28 days.

Contact: Executive Officer

Postal address: PO Box 55, Toukley NSW 226

Email: admin@tnc.org.au

Phone: (02) 4396 1555

- 10.2. You can make a complaint in writing to us using the details set out above. We will respond to you within a reasonable period of time to acknowledge your complaint and inform you of the next steps we will take in dealing with your complaint. We will address all complaints in accordance with our Complaints Management Policy, available at: <https://tnc.org.au/policies>
- 10.3. If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (OAIC) via the OAIC website, www.oaic.gov.au.