



## **Privacy Policy**

Cockatoo Community House Website: [cchouse.org.au](http://cchouse.org.au)

Effective Date: 1 July 2026

Cockatoo Community House is committed to protecting your privacy and handling your personal information responsibly and in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, store and disclose your personal information when you visit our website, participate in our programs, or interact with us.

### **Who We Are**

Cockatoo Community House is managed by the Eastern Dandenong Ranges Association Inc. (EDRA) and provides community programs, learning opportunities, activities, events and services for the local community.

### **What Information We Collect**

We may collect personal information including:

- Your name
- Postal address
- Email address
- Telephone number
- Emergency contact details (where relevant)
- Date of birth or age group (where required for specific programs)
- Information provided in enrolment, volunteer or membership forms
- Payment information (where applicable)
- Feedback, survey responses and enquiries
- Website usage information through cookies and analytics

Cockatoo Community House

Proudly supported by Eastern Dandenong Ranges Association ABN 529 2877 6493

#### **Our locations**

Alma Treloar Community Complex, 79 Pakenham Rd, Cockatoo 3781 & The BASE, 7 McBride Street, Cockatoo 3781

**T** 5968 9031 **W** [cchouse.org.au](http://cchouse.org.au) **E** [hello@cchouse.org.au](mailto:hello@cchouse.org.au)



Where required for particular services or funded programs, we may also collect additional information such as concession status or eligibility information. We will only collect information that is reasonably necessary for the services we provide.

### **How We Collect Information**

We collect personal information when you:

- Submit an enquiry through our website
- Enrol in a course or program
- Register for an event
- Subscribe to our newsletter
- Volunteer with us
- Contact us by phone, email or in person
- Complete surveys or feedback forms
- Visit our website

### **How We Use Your Information**

Your personal information may be used to:

- Respond to your enquiries
- Manage enrolments and bookings
- Deliver courses, programs and community services
- Communicate important updates about programs or events
- Send newsletters and promotional information (where you have consented)
- Meet funding, reporting or legislative obligations
- Improve our services and website
- Ensure the safety and wellbeing of participants where appropriate

We will only use your personal information for the purpose for which it was collected or where otherwise permitted by law.

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## **Disclosure of Personal Information**

We do not sell or rent your personal information.

We may disclose your information to:

- Government departments or funding bodies where required for funded programs
- Service providers who assist us in operating our website or delivering services
- Emergency services where necessary to protect someone's health or safety
- Where required or authorised by law

Any third-party service providers are expected to protect your information in accordance with applicable privacy laws.

## **Website Cookies and Analytics**

Our website may use cookies and similar technologies to improve your browsing experience and understand how visitors use our website.

We may use analytics services to collect information such as:

- Pages visited
- Time spent on the website
- Browser type
- Device information
- General location information

This information is generally collected in an aggregated, non-identifiable form.

You can disable cookies through your web browser settings, although this may affect some website functionality.

## **Email Communications**

If you subscribe to our newsletter or mailing list, we may send you information about programs, events, workshops and community news.



You can unsubscribe at any time by using the unsubscribe link in our emails or by contacting us directly.

### **Storage and Security**

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Information may be stored electronically and in secure physical records.

While we take reasonable precautions, no method of electronic transmission or storage can be guaranteed as completely secure.

### **Access and Correction**

You may request access to the personal information we hold about you and request corrections if it is inaccurate, incomplete or out of date.

To make a request, please contact us using the details below.

### **Third-Party Websites**

Our website may contain links to external websites. We are not responsible for the privacy practices or content of those websites and encourage you to review their privacy policies.

### **Children's Privacy**

Where programs involve children or young people, personal information will generally be collected from or with the consent of a parent or guardian where appropriate.

### **Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in legislation, technology or our services. The latest version will always be available on our website.

### **Contact Us**

If you have any questions about this Privacy Policy, wish to access or correct your personal information, or wish to make a privacy complaint, please contact:

Cockatoo Community House Managed by Eastern Dandenong Ranges Association Inc.

Website: [cchouse.org.au](http://cchouse.org.au) Email: [info@cchouse.org.au](mailto:info@cchouse.org.au) Phone: (03) 5968 9031

If you are not satisfied with our response to a privacy complaint, you may contact the Office of the Australian Information Commissioner (OAIC)

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