



ABN 17 287 920 649

PRIVACY POLICY

The Committee of Backpacks 4 VIC Kids 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. Backpacks 4 VIC Kids has policies and procedures to ensure that all personal information, no matter how or where it is obtained, is handled sensitively, securely, and in accordance with the National Privacy Principles.

This policy applies to all Backpacks 4 VIC Kids, including staff, contractors and persons working in a voluntary capacity (for the purpose of this policy referred to as staff).

Backpacks 4 VIC Kids collects and administers a range of personal information for the purposes of record keeping. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Backpacks 4 VIC Kids 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 are also reflected in our Privacy Policy, which is compliant with the following Australian and Victorian legislation:

- Privacy Act 1988 (Cth)
- Privacy Amendment Act 2017
- Privacy and Data Protection Act 2014 (Vic)

Data Collection

Backpacks 4 VIC Kids will:

- Only collect information that is necessary for the performance and primary function of Backpacks 4 VIC Kids.
- 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. (Sensitive information includes health information and information about religious beliefs, race, gender and others).
- Determine, where unsolicited information is received, whether the personal information could have been collected in the usual way, and then if it could have, will treat the information normally. (If it could not have been, it will 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

Backpacks 4 VIC Kids will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, Backpacks 4 VIC Kids will obtain consent from the affected person.
- In relation to a secondary purpose, use or disclose the personal information only where:
 - o a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
 - o the person has consented; or
 - o 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 Backpacks 4 VIC Kids 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).
- State in Backpacks 4 VIC Kids privacy policy whether the information is sent overseas and further will ensure that any overseas providers of services are as compliant with privacy as Backpacks 4 VIC Kids is required to be.
- Provide all individuals access to personal information except where it is a threat to life or health or it is authorised by law to refuse and, if a person is able to establish that the personal information is not accurate, then Backpacks 4 VIC Kids must take steps to correct it. Backpacks 4 VIC Kids may allow a person to attach a statement to their information if Backpacks 4 VIC Kids 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.

Data Quality

Backpacks 4 VIC Kids will:

- Take reasonable steps to ensure the information Backpacks 4 VIC Kids collects is accurate, complete, up to date, and relevant to the functions we perform.

Openness

Backpacks 4 VIC Kids will:

- Ensure stakeholders are aware of Backpacks 4 VIC Kids Privacy Policy and its purposes.

Access and Correction

Backpacks 4 VIC Kids 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.

Anonymity

Backpacks 4 VIC Kids will:

- 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

Backpacks 4 VIC Kids can:

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

RELATED DOCUMENTS

- Records Management Policy and Procedure
- Confidentiality Policy and Procedure
- Privacy Act 1988
- Privacy Amendment Act 2017
- Privacy and Data Protection Act 2014 (Vic)

Backpacks 4 VIC Kids takes measures to ensure your personal information is protected from unauthorised access, loss, misuse, disclosure or alteration. We also take measures to destroy personal information when it is no longer required.

Generally, you have no obligation to provide any information requested by us. If you choose to withhold requested information however, we may not be able to provide you with the goods and services that depend on the collection of that information.

How is your personal information used?

The personal information that we ask for is generally used to provide goods or services to you. For example, for a credit card transaction we need your card number, and for a competition we need your contact details so we can contact you if you win.

We may also use your personal information in other ways to provide you with superior service. This may include using your personal information to advise you of new products and services if you have subscribed to our mailing list, or to contact you again if you have used our services previously, to see if we can again provide those services to you (for example we may mail out our Christmas Order Forms to previous Christmas Order customers). We do not send information to you other than for the main purpose for which we have collected your personal details.

We do not provide your details to other organisations for any purpose.

Access to your personal information

We will provide you with access to any of your personal information we hold (except in the limited circumstances recognised by privacy law).

If you require access to your personal information, please e-mail us at adminteam@b4vk.org.au

If you need to update your information (eg. if you change your address), please email us at adminteam@b4vk.org.au so we can make the change.

More information

More information about Privacy law and the National Privacy Principles is available from the Federal Privacy Commissioner at <http://www.privacy.gov.au/>.

REFUND POLICY AND TERMS AND CONDITIONS

Membership

Memberships can be cancelled at any time. Membership fees are normally non-refundable but if you have made an error in your membership selection or change your mind about joining Backpacks 4 VIC Kids, please email us at AdminTeam@B4VK.org.au.

Donations

Due to the nature of charity donations, refunds are given at the discretion of our management. Please make sure that the amount you enter is the amount you wish to give. In the event of an incorrect amount being entered, or if the donation is made accidentally or there is an extremely unusual circumstance, please email us at AdminTeam@B4VK.org.au. We will review the request and respond. We will refund if there was a system error with the donation processing. If a donation is refunded, the associated tax receipt is no longer truthful so it should be shredded and destroyed.

Events and Tickets

The following terms and conditions will help all patrons to enjoy the event that tickets have been purchased for. Tickets entitle the holder to attend the event at the date, time and location stated on the front of the ticket and/or selected at the time of purchase through official sales channels. By purchasing a ticket the buyer and/or the holder agrees to the following:

- It is the responsibility of the buyer to ensure that all details are correct at the time of purchase especially the event name, date, time and location. The ticket may not be exchanged, refunded or returned except in accordance with Australian consumer Law.
- Tickets purchased from third party resale sites may not gain you entry to an event, as we cannot guarantee that the ticket/s will be valid
- The right is reserved to vary advertised program and to add, withdraw or substitute artists and content as necessary.
- The right of admission is reserved including where entry is delayed for late arrivals, refused or where a customer is asked to leave the premises.
- Food and alcohol not purchased at the venue will be refused entry
- The recording of an event using any device is prohibited unless otherwise advised.

The above terms and conditions are consistent with Australian consumer Law and the Live Performance Australia [Ticketing Code of Practice](#) and their [Safe Tix Guide](#). The right is reserved to vary these terms and conditions and updates may be made available via www.backpacks4vickids.org.au.

Ticket prices are correct at time of quotation or publication but are subject to change at the discretion of Backpacks 4 VIC Kids and our suppliers' management. Single ticket prices may be dynamically adjusted, without notice, dependent upon market demand.

Advertised prices are valid for today only and subject to change without notice.

Merchandise

If you are not satisfied with your product or would like a different size, we are happy to exchange it for a new one or refund your purchase price. This is in addition to your rights under Australian Consumer Law. Please [contact us](#) to arrange a refund/exchange.

Privacy Policy and Terms