

Kilfinan Australia is committed to protecting the privacy of its stakeholders, including mentors, mentees, directors, staff and other individuals or organisations with whom it deals. We only collect personal information which is necessary for one or more of our functions or activities. This policy is based on the following principles, which seek to ensure that 'personal information' (as defined in the Commonwealth's Privacy Act 1988) is:

- used fairly and lawfully;
- accurate;
- handled according to the Australian Privacy Principles; and
- safe and secure.

What sort of personal information do we collect and hold?

We may collect and hold personal information about you such as:

- your name, address, company and personal contact details, qualifications and experience, details about your current work and organisational situation, preferences regarding our service, and other personal details relevant to your relationship to us;
- the content of any correspondence, messages, feedback or comments that you send us; and
- information that you submit when you participate in any surveys, evaluations or research which we conduct. Each request for input will detail what information is being asked for, why it's being requested and what will happen to the information provided by you, including any potential public distribution of the information. If we collect sensitive information about you, such as information about health, religion, ethnic origin or criminal record, we will do so only where you consent to provide the information to us voluntarily or we are otherwise authorised by law.

How do we collect personal information?

Where practicable, information is collected directly when you contact us (including via the enquiry form on the Kilfinan Australia website), when we contact you by telephone, mail or email, during the screening interviews with Kilfinan staff, and/or through any online surveys or evaluations.

How is personal information held?

Kilfinan Australia takes all reasonable steps to ensure that all personal information it holds is correct, accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held. We hold personal information in a combination of password-secure cloud storage facilities, including but not limited to



our CRM database, and cloud-based drive. Notifying us promptly when any of your personal details change or where you realise that any information we are holding about

you is incorrect will assist us in ensuring the information we hold is as accurate as possible.

How is personal information used and disclosed?

We may use or disclose your information for the following purposes:

- for the purposes for which it was collected and for related secondary purposes that you would reasonably expect;
- where you have consented to its use or disclosure;
- where we are permitted, authorised or required to do so by law;
- to assist us in effectively providing services to you as a mentor or a mentee;
- to enable us to confirm your identity when dealing with you and generally to maintain our relationship with you;
- to assist in the proper functioning and development of our operations, for example to ensure we act within requirements relating to risk management, trustee, fiduciary and any other legal obligations;
- for Kilfinan Australia's research and planning purposes such as administering, managing and developing our service; and
- to inform you on an ongoing basis about Kilfinan Australia's service and related activities and information we consider might interest you (unless you opt out or we are otherwise prevented by law).

We may also disclose your information to other persons or organisations:

- where they are a related company or entity;
- where we have contracted them to provide support services (such as third party suppliers, those providing archival, printing and posting, consulting, technology and security services, mailhouses, and our advisers, agents and representatives) and the contracted person or organisation has agreed to observe our privacy standards; and
- as permitted, authorised or required by law to do so.

We undertake not to sell, rent or spam your email address.

Our website

We may also collect information that tells us about visitors to our website. The information collected may relate to the date, time, duration of the visit, number of visitors, and the web pages that generate the most hits. The information will not generally be linked to the identity of the visitors. Our website uses 'cookies' which



collect information about your use of our website (including your computer's IP address). This helps us to maintain the continuity of your browsing session, remember your details and preferences when you return, deliver and measure the effectiveness of customised content, evaluate users' visits to our website and provide other services

relating to website activity and internet usage. The third-party services we may use from time to time to analyse this information include Google Analytics, Adobe and Microsoft. You can find more details in the privacy policies for those services, including information on how to opt-out of certain conduct. You can configure your web browser software to reject cookies however it may affect the functionality of some parts of our website. Where our website contains links to other websites, we are not responsible for the content and the privacy practices of those third-party websites. We encourage you to examine each third party website's privacy policy and make your own decisions regarding the accuracy, reliability and correctness of material on that website.

Confidentiality

Kilfinan's code of conduct and privacy policy are to be followed during all Kilfinan related activities, meetings, and events. At the beginning of each mentor or mentee group or individual meeting, all attendees will be reminded of the need to avoid discussing anyone's personal issues or using individuals' names when discussing mentor/mentee relationships.

Changes to this Privacy Policy

Kilfinan Australia reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the Kilfinan Australia website. All updates of this policy will appear on Kilfinan Australia's website.

Contacting us

If you have any questions and would like further information regarding this Privacy Policy, please contact us via email admin@kilfinanaustralia.org.au

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Privacy Commissioner at www.privacy.gov.au, telephone 1300 363 992.

