



Privacy and Confidentiality Statement

Grandparents for Grandchildren is committed to providing a safe and secure environment for clients. This includes appropriate collection, handling and secure storage of personal information in line with Australia privacy law and principles. Grandparents for Grandchildren only gathers personal and sensitive information when voluntarily submitted by you.

Types of Information We Collect and How It Is Used

Information sought by Grandparents for Grandchildren is used to determine how we can assist you and typically will allow us to:

- Identify you and/or other key people and stakeholders
- Establish your situation and how we can best support you
- Determine your eligibility for funding and services.
- Work collaboratively and communicate with other services on your behalf
- Collect statistics for reporting to meet grant requirements and funding bodies

Grandparents for Grandchildren also sends regular communications by email. These emails most commonly include information about information sessions, Mobile Outreach Services and fundraising campaigns or events. If you do not wish to receive these email messages please select Unsubscribe on the email.

If you make an online donation, personal information will be collected from you in order to process that donation only.

Sharing of Personal Information

The sharing of personal information will only take place with the consent of clients unless Grandparents for Grandchildren may be required to disclose information in order to comply with relevant law, regulation or legal request and is duty bound to do so.

Companies may be engaged by Grandparents for Grandchildren to perform a variety of functions such as assisting with donation collection, providing technical services for our web sites, etc. These companies may have access to a certain level of personal information to perform such functions. However, these companies may only use such personal information for the purpose of performing that function and may not for any other purpose.

Security

Grandparents for Grandchildren will take all reasonable steps to ensure the security of your personal information. Access is restricted to staff and volunteers within the organisation as they are involved in carrying out their duties and there are well established and maintained systems of protection for the information stored electronically.

Access

You are entitled to correct any personal or sensitive information we have about you. You may also request access to your personal information by contacting the organisation using the details listed below.

Links to Other Sites

We may offer links to sites that are not operated by Grandparents for Grandchildren and if you wish to visit one of these linked sites, you should review their privacy information and policies. We are not responsible for the policies and practices of other companies.

Changes to our Privacy Policy

We may change our privacy information in order to reflect changes to the Privacy Act 1998 and Privacy Principles so we suggest that you check here periodically. Any changes will not alter how we handle previously collected information.

How to Contact Us

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