

Ladder Privacy Policy

This Privacy Policy outlines how Ladder collects, handles and safeguards your personal information. It also outlines how you can seek to access and correct your personal information and make a privacy complaint.

Information we collect and how we use and disclose it

1. What information do we collect about you and how?

The kinds of personal information we collect about you include your name, date of birth and contact details.

We collect most of your personal information directly from you, including via telephone, via email, when you attend one of our events, make a donation or purchase items from our website and when you otherwise interact with us. We may also collect your personal information from third parties such as other charities and social media.

2. Why do we need your personal information?

We collect, hold, use and disclose your personal information:

- a) to provide our goods and services to you and enable you to participate in our programs;
- b) to enable us to communicate with you about the goods or services we are providing you or the program you are participating in;
- c) to inform you about our goods, services and/or programs which we think you may be interested in;
- d) to improve our goods, services and programs; and
- e) to comply with our legal obligations.

3. To whom do we disclose personal information?

We may disclose your personal information to third parties who assist us in supplying our goods, services and programs or who perform functions on our behalf, to other third parties where required by law and to anyone else to whom you authorise us to disclose it.

Donors

1. What information do we collect about you and how?

The kinds of personal information we collect about you include your name, contact details and credit card or other payment details.

We collect your personal information directly from you when you provide your information to us in person, in writing, via email, via the telephone or on our website when donating funds to us.

2. Why do we need your personal information?

We collect, hold, use and disclose your personal information to enable us to process your donation, communicate with you about your donation and inform you about our goods, services and/or programs which we think you may be interested in.

3. To whom do we disclose your personal information?

Unless you ask us not to, we may publicly acknowledge you as a donor.

We may also disclose your personal information to third parties who assist in processing our donations, other third parties where required by law and to anyone else to whom you authorise us to disclose it.

Volunteers / Contractors

1. What information do we collect about you and how?

The kinds of personal information we collect about you include your name, date of birth, contact details, gender, work history, any other information you include in your application and, in respect of contractors, payment details.

We may also collect sensitive information about you, relating to your ability to provide services to us and your criminal record history.

We collect this personal information directly from you when you provide your information to us in writing, via email, via the telephone or on our website when applying, enquiring, or registering for opportunities with us. We also collect information from your nominated referees, and through criminal history and working with children checks.

2. Why do we need your personal information?

We may collect, hold, use and disclose your personal information to assess your application, allow you to provide services to us (including communicating with you about those services) and to provide training to you. We may also use the information to communicate with you about opportunities with us, improve our services, inform you about our goods, services and/or programs, which we think you, may be interested in and comply with our legal obligations.

3. To whom do we disclose your personal information?

We may disclose your personal information to individuals participating in our programs, third parties who assist us in supplying our goods, services and programs or who perform functions on our behalf. We may also disclose your personal information to other third parties where required by law, including Government agencies to conduct criminal history and working with children checks and to anyone else to whom you authorise us to disclose it.

Prospective employees

1. What information do we collect about you and how?

The kinds of personal information we may collect about you include your name, date of birth, contact details, gender, information about your employment history, tax file number, bank account details, referee information and information you provide in a CV or interview.

We may also collect sensitive information about you, relating to your ability to work with us and your criminal record history.

We collect this personal information directly from you when you provide your information to us in writing, via email, via the telephone or on our website when applying, enquiring, or registering for employment opportunities with us. We also collect information from your nominated referees, and through criminal history and working with children checks.

2. Why do we need your personal information?

We collect, hold, use and disclose your personal information to assess your suitability for employment with us and to comply with our legal obligations.

3. To whom do we disclose your personal information?

We may disclose your personal information to third parties who assist us in our recruitment processes, to third parties where required by law, including Government agencies to conduct criminal history and working with children checks and to anyone else to whom you authorise us to disclose it.

Storage and security

We hold personal information in electronic and hard copy files. We may store your information with a third party storage provider.

We may also store personal information in the 'cloud' which may mean that it resides on servers which are situated outside Australia.

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

We take reasonable steps to ensure that when the information is no longer needed, it is destroyed or permanently rendered anonymous.

How to access or correct your personal information

You may at any time request access to, or correction of, the personal information we hold about you by contacting the Privacy Officer using the contact details below. We will seek to respond to your request as soon as practicable.

You may be charged an administration fee when we provide you with access to the requested information. However, you will not be charged for making an access or correction request, or for the correction of your personal information.

Complaints

If you wish to make a complaint about a breach of any privacy laws by Ladder, please contact our Privacy Officer using the details below.

We may request that you make your complaint in writing. We will investigate any complaint and will notify you of our decision in relation to your complaint as soon as is practicable after it has been made (usually within 30 days).

You may also contact the Office of the Australian Information Commissioner (visit oaic.gov.au for further information).

Contact our Privacy Officer

If you have any questions relating to this Privacy Policy please contact our Privacy Officer:

- PO Box 84, Abbotsford, Vic, 3067
- info@ladder.org.au
- 03 9416 0064