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# StoryFACTORY

## Privacy Policy

In this policy, “we”, “us” and “our” means the Story Factory Inc (ABN 71 645 321 582) of 176 Redfern Street, Redfern NSW 2016.

Please read this Privacy Policy carefully as it applies to our handling of your personal information including your use of this website.

We may change this Privacy Policy from time to time by updating this posting. Any changes we make to this Privacy Policy will take effect when they are posted.

This Privacy Policy sets out:

- (a) matters of which you should be aware regarding information we may collect about you;
- (b) our policies on the management of personal information; and
- (c) what sort of information we hold, for what purposes, and how we collect, hold, use and disclose that information.

### 1.1 What personal information do we collect and store?

- (d) So that we can administer and promote our services and products, we may ask for personal details such as your name, address, telephone number, email address and any communications you have with us, such as special requests or requests for information. Some examples of where we may need these details are to:
  - (i) process enrolment forms so that teachers and students can participate in our programs and workshops;
  - (ii) process volunteers' application forms and assess their suitability to assist us in our work, and manage our interaction with volunteers including their placements with schools and community organisations;
  - (iii) process and fulfil orders for products from the Martian Embassy and Gift Shop;
  - (iv) process requests to hire our venues;
  - (v) respond to your comments or questions;
  - (vi) process donations and provide receipts;
  - (vii) maintain accurate details of our volunteers' and supporters' history with the organisation; and
  - (viii) promote our programs, as further described in section 1.4 below.
- (e) We also collect health information from students. We collect health information to ensure the health, safety and welfare of all those who participate in our workshops and programs.
- (f) Generally, we collect personal information directly from the individuals concerned, or if you are a student then from your school, parent or guardian. However, in some cases, we may collect personal information from other third parties. If we do so, we will take reasonable steps to notify you that we are collecting your personal information as

required by the NPPs.

- (g) Occasionally, we may take photos of our students and volunteers participating in our workshops and programs. We may use these photos to help us promote the work that we do by publishing them on our website or in our promotional materials. We will seek your consent, or if you are a student then the consent of your parent, guardian or school teacher, before using a photo that identifies you for these purposes.
- (h) If you are a volunteer, we may with your permission store copies of certain documents (including details of your working with children checks and identity documents) that we provide to schools and community organisations that you volunteer to work with.
- (i) We take measures to ensure your personal information is protected from unauthorised access and disclosure, loss, misuse, interference, or alteration. We also take measures to destroy or permanently de-identify personal information when it is no longer required. The types of measures we take vary with the type of information concerned, and the manner in which it is collected and stored.
- (j) You have no obligation to provide any information requested by us, and there may be circumstances in which you can deal with us anonymously or using a pseudonym. However, if you choose to withhold requested information, we may not be able to enrol you in our programs, permit you to participate as a volunteer, or provide you with the services and products that depend on the collection of that information.

## **1.2 How is personal information used?**

- (a) The personal information that we ask for is generally used to administer our workshops and programs, process your donations, or to provide our services and products to you. For example, for an application to attend any of our programs, we need your contact details so we can contact you if we require further information to process your application.
- (b) We may also use personal information to advise you of new developments and products. You have the right to tell us that you do not want us to send information to you other than for the main purpose for which we have collected your personal details.

## **1.3 With whom do we share personal information?**

- (a) We do not sell, rent or trade personal information to or with any other third parties.
- (b) We may share personal information with:
  - (i) potential and current donors and volunteers to provide them with information about our work and achievements;
  - (ii) schools, community organisations and government agencies (such as the NSW Department of Education and Community), to place volunteers and promote and report on the work that we do;
  - (iii) academic and research organisations and consultants, so that they can carry out research and evaluate the effectiveness of our workshops and programs;
  - (iv) medical practitioners and health workers to ensure the health and safety of students; and
  - (v) external service providers to help us perform functions relating to our operations.
- (c) We may also disclose personal information if we are required to do so by law, or if the disclosure is permitted under the Privacy Act.
- (d) Where possible, we will de-identify and aggregate personal information when we use, or disclose, it for research and evaluation purposes. If we do provide personally identifiable information to academic and research organisations, we will seek your consent first.

- (e) We do not generally disclose personal information to overseas recipients, however some of our service providers may be located overseas.

#### **1.4 Marketing**

We will only contact you for marketing purposes with your permission (for example, if you sign up to our mailing lists), or if we believe that we have your implied consent to do so based on our relationship with you. You may request not to receive marketing communications from us at any time, by using any unsubscribe mechanism that we provide or contacting us using the contact details provided in section 1.9 below.

#### **1.5 Cookies**

- (a) At times, personal information may also be collected from this website through automatic processes such as cookies. Most web browsers are set by default to accept cookies.
- (b) However, if you do not wish to receive any cookies you may set your browser to either prompt or refuse cookies. Please note that rejecting cookies may mean that not all the functions on this website will be available to you.

#### **1.6 Accessing and correcting your personal information**

- (a) We will provide you with access to any of your personal information we hold (except in the limited circumstances where the Privacy Act permits us to withhold it).
- (b) If you require access to your personal information, please email Catherine Keenan on [cath@storyfactory.org.au](mailto:cath@storyfactory.org.au). Before we provide you with access to your personal information we will require some proof of identity. For most requests, your information will be provided free of charge, however, we may charge a reasonable fee if your request requires a substantial effort on our part.
- (c) If you need to update your information (e.g. if you change your address), please contact us so we can make the change.

#### **1.7 Complaints**

- (a) If you have any questions or complaints about the way in which we handle your personal information, or you wish to stop receiving marketing communications from us, please contact us on (02) 9699 6970 or [info@storyfactory.org.au](mailto:info@storyfactory.org.au)
- (b) We will endeavour to respond to complaints within 30 days.

#### **1.8 Links to other websites**

- (a) This website may contain links to other websites. When you access a website other than this website, we are not responsible for the privacy practices of that site.
- (b) We recommend that you review the privacy policies of each website you visit.

#### **1.9 More information**

- (a) If you have any questions about this policy, or our privacy handling practices, please contact the Story Factory on (02) 9699 6970 or [info@storyfactory.org.au](mailto:info@storyfactory.org.au).
- (b) More information about privacy law and the APPs is available from the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).