



## **1. Our commitment to privacy**

Your privacy is a top priority for us.

When dealing with your personal information we observe our obligations under the *Privacy Act 1988*, and comply with the Australian Privacy Principles, as well other relevant State legislation.

This policy sets out how we will collect, use, store, disclose and de-identify your personal information.

## **2. The types of information we collect**

The types of personal information we collect can include:

- contact details (name, address, telephone numbers, email, etc.)
- employment history
- educational qualifications
- complaint details
- donation history
- credit card and/or bank account details.

The types of sensitive information we collect may include records of communication between us, which may include from time to time, information you provide us or we collect from others. This includes, but is not limited to, the following types of information:

- professional and practice information
- health information
- racial or ethnic origin
- personal financial information
- personal credit card data
- any idiosyncratic or personal formation we obtain from you or others about you.

## **3. Why we collect private information about you**

Govinda Valley Pty Ltd is a not-for-profit organisation that is dedicated to propagating an understanding of yoga which will ultimately lead to an improved quality of life and deeper spiritual understanding. Projects we may embark on include the publication and distribution of periodicals, books and other writings, the development of associated and similar projects including distribution of food to the needy, environmental education and training, animal protection, farms, restaurants, special events and festivals.

We collect information about people to allow us to communicate with them, to introduce them to our organisation and to inform them of the work we do. We do not use the information in any way other than in the furtherance of our objects and purposes.

We might also use your information for the following purposes:

- for the immediate reason for which you have provided it to us (for example, to enable us to process your request, payment, registration, subscription, etc.)
- to maintain contact with you about our work, to report to you about our work, or to encourage you to learn about what we do
- any other purpose directly related to our work and for which you have provided consent (where it is reasonably required by law).

We do not rent, sell or exchange your information.

Sometimes we may be legally required to disclose your information, for example, to government departments.

We may also sometimes share non-personal, non-sensitive and de-identified information with research organisations.

#### **4. How we collect your information**

We may collect information from you either directly or from third parties. Information we collect from third parties may be by formal or informal means.

Where we collect information from third parties and it is not personal information that is contained in a Commonwealth record, we will take reasonable steps to destroy or de-identify the information as required by law.

We collect personal information about supporters, donors, volunteers, employees, contractors and visitors to our events. We collect your information in the following ways:

- face to face contact
- electronically including through our website and online surveys
- via social media messages or conversation
- during phone calls
- voice or image recordings
- whilst delivering and administering services at our facilities
- from forms, coupons and other correspondence (both in writing and electronically).

#### **5. How we use your information**

We only use your personal and sensitive information for the reason we collect it as set out above and for the purpose(s) for which it was collected, or as otherwise permitted by law.

We will not disclose the above information that we collect to affiliates or third parties without your consent.

#### **6. Accessing and correcting your personal information**

You can access your information by asking us. Occasionally, we may need to refuse your request to access information, for example, where granting you access would infringe someone else's privacy.

When you request access, we will ask you to provide some form of identification so that we can ensure that you are the person to whom the information relates.

In some cases, we may also ask you to pay a reasonable fee to cover the cost of access.

If you have a question about this privacy policy or want to access your personal information you can contact us at: Management of Govinda Valley, 51 Lady Carrington Road, Otford NSW 2508

We will aim to respond to you within 28 days of receiving your request.

If we're not able to help with your request, you will receive a written explanation as to why.

## **7. Complaints about a breach of your privacy**

If you are concerned about how we have collected or managed your personal information we request you contact us at: Management of Govinda Valley, 51 Lady Carrington Road, Otford NSW 2508  
After we receive all the information we need from you, allow us approximately 28 days to address your complaint.

If you're not satisfied with how we have handled your complaint you can also contact the Office of the Australian Information Commissioner (**OAIC**) on <http://www.oaic.gov.au/>.

The OAIC is a government body independent of us. It has the power to investigate complaints about possible interference with your privacy.

## **8. Disclosing your personal information overseas**

Occasionally we may use overseas facilities or contractors to process or back-up information or to provide other services. As a result, we may disclose your personal information to our overseas facilities or contractors for these purposes. Any disclosure of your personal information overseas does not change our commitment to safeguarding your privacy. We do not otherwise disclose or transfer your personal information overseas.

## **9. Securing your information**

We take reasonable steps to ensure the security of personal and sensitive information we hold and to protect it against loss, misuse or unauthorised access, destruction, use, modification or disclosure.

Our IT systems are password protected and comply with applicable security standards.

Only authorised personnel are permitted to access these details.

It is our policy to:

- permanently de-identify personal information where reasonable and possible
- destroy personal information once there is no longer a legal or business need for us to retain it.

## **10. Anonymity**

It is your right to be dealt with anonymously, provided that is it lawful and practicable.

We will try to accommodate a request for anonymity wherever possible, however we note that in some circumstances, this may prevent us from practically and effectively communicating with you.

If this is the case we will notify you.

## **11. Health information**

As part of our services, we may collect health information (such as your medical history to determine your eligibility to participate in certain initiatives).

When collecting health information from you, we will obtain your consent to such collection and explain how the information will be used and disclosed.

If health information is collected from a third party (such as from your doctor), we will inform you that this information has been collected and will explain how this information will be used and disclosed.

We will not use health information beyond the consent provided by you, unless your further consent is obtained or in accordance with one of the exceptions under the Privacy Act or in accordance with another applicable law.

If we use your health information for research or statistical purposes, it will be de-identified if practicable to do so.

## **12. Cookies and links to other websites**

### **Cookies**

When you visit this website a record of your visit is logged. The following data is supplied by your browser:

- your IP address and/or domain name
- your operating system (type of browser and platform)
- the date, time and length of your visit to the website
- the resources you accessed and the documents you downloaded.

This information is used to compile statistical information about the use of our website. It is not used for any other purpose. If you do not want 'cookies' to be used please adjust your browser settings to disable them.

### **Links to other websites**

Our website may contain links to third party websites, and third party websites may also have links to our website.

Our privacy policy does not apply to external links or other websites. The operators of other websites may collect your personal information.

We encourage you to read the privacy policies of any website you link to from our website.

## **COMPLAINTS FORM**

**Information for Applicants:**

- Complaints should only be lodged by a complainant in writing if you have been unable to resolve your issue of concern informally.
- You will receive acknowledgment of your lodged complaint within three (3) business days upon the management of Govinda Valley having received your complaint/appeal.
- We may ask you for further information in relation to your complaint.
- Govinda Valley will endeavour to resolve your complaint within a reasonable timeframe: usually twenty eight (28) business days upon receipt of the written complaint and all further information in relation to it, or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.
- Applicants may be asked to provide additional information to support their complaint.
- Please complete all fields on this form.
- Please submit this form to Management of Govinda Valley, 51 Lady Carrington Road, Otford NSW 2508

**PART A - APPLICANT DETAILS**

<b>Personal Details</b>	Title _____	First Name _____	Surname _____
	Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female
	Date of Birth _____	Phone (Home) _____	Mobile Phone _____
	Home Address _____	Suburb _____	Post Code _____
	State _____	Country _____	
	Postal Address _____	Suburb _____	Post Code _____
	<i>(if different from Home Address)</i>		
State _____	Country _____		

**PART B - COMPLAINT DETAILS**

Please provide details of the nature of your involvement with Govinda Valley:

Please provide details of your complaint:  
*(If necessary attach an extra page to outline the details. Any supporting documentation should also be provided (copies required only))*

Does your complaint involve behaviour by a particular staff member of Govinda Valley? If so please provide the name of the staff member involved and any information about the staff member's involvement:

Yes

No

Name of staff member \_\_\_\_\_

Nature of involvement:

Please provide details regarding how the complaint has affected you:

Please provide details in relation to how you became aware of the complaint:	
Does your complaint require urgent attention?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you lodged a complaint about this issue before?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, when:	
Have you reported your complaint to any other agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, to whom:	
What is your expected outcome?	
Please provide the contact number and time to contact you regarding the complaint:	

**GOVINDA VALLEY**

**NOTIFICATION OF RECEIPT OF UNSOLICITED PERSONAL and /or SENSITIVE INFORMATION**

DATE:

ADDRESS:

Dear

**SUBJECT: NOTIFICATION OF RECEIPT OF UNSOLICITED PERSONAL and /or SENSITIVE INFORMATION**

In accordance with our obligations under the *Privacy Act* 1988 (Cth) (the **Act**), we are required to notify you when unsolicited personal and/or sensitive information has been received by our organisation.

We have received the following information we believe to be personal and/or sensitive information as defined by the Act.

- DETAILS
- FORM (DATE AND MANNER) IN WHICH INFORMATION WAS RECEIVED:

We believe that you would have provided this information to us if we had asked you.

However, if this is not the case and you advise us, in accordance with the Act, we confirm that the above information will be de-identified, if possible, or destroyed as soon as practicable.

We confirm that this information will not be used in any manner by our organisation.

If you require further information about the above please contact: Management of Govinda Valley, 51 Lady Carrington Road, Otford NSW 2508

Regards,

[SIGNED]

Management of Govinda Valley