

Privacy Policy

Autism West Support Inc (referred to as **Autism West, we, us** or **our**) has implemented this Privacy Policy to provide users of our website www.autismwest.org.au and <http://tobyplaypad.com> (collectively the **Website**) and our other products and services with information about how we collect, hold and use Personal Information you provide to us. If you wish to make any inquiries regarding this Privacy Policy, you should contact our Privacy Officer in any of the ways specified in paragraph 10.

From time to time, Autism West may be related to other entities (related entities) and this Privacy Policy applies if your personal information is dealt with by those related entities. A reference in this Privacy Policy to Autism West, we, us or our also refers to our related entities.

We may, from time to time, review and update this Privacy Policy, including to take into account new laws, regulations, practices and technology. All Personal Information held by us will be governed by our most recent Privacy Policy.

1. What Personal Information do we collect?

1.1 "**Personal Information**" is information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable.

1.2 Personal Information collected may include (but is not limited to) the following:

- (a) name, postal and email address;
- (b) age/date of birth;
- (c) contact details including telephone numbers (landline and mobile);
- (d) gender;
- (e) details about parents and carers;
- (f) health information, including medical history and diagnosis information, behavioural strategies, details of any incidents, and other services used;
- (g) details about your special interests;
- (h) photographs and videos, including those which may be taken during provision of our services or conducting our events and activities;
- (i) occupation, employment and qualification details;
- (j) details from background checks including working with children and police checks;
- (k) identification details such as driving licence, including driving licence number;
- (l) donation and payment details, such as your credit/debit card details;
- (m) details of products or services purchased or received from Autism West (such as products including the "TOBY Autism Therapy" applications (**TOBY**), counselling and support services, professional development events, training programs, fundraising activities, education events, peer support and networking and information services);
- (n) information you choose to upload about use and sessions on TOBY;
- (o) details regarding your participation in Autism West events, fundraising activities, professional development events or training programs;
- (p) other information about your history with, or relationship to, Autism Spectrum Disorder (**ASD**); and
- (q) information from your resume or job application if you apply for a job with us.

2. When and why we collect Personal Information

- 2.1 We collect your Personal Information to allow us to conduct our functions and activities, to market and sell our products and services and for the specified purposes set out in paragraph 4.
- 2.2 We may collect your Personal Information in the course of providing you with products or services, or when you:
- (a) visit our Website (see paragraph 3);
 - (b) apply or enrol for membership with Autism West;
 - (c) buy or use our products or services;
 - (d) provide a donation to us;
 - (e) register for or use TOBY;
 - (f) request information about us, our products or our services;
 - (g) enrol for and attend a conference or workshop;
 - (h) provide feedback;
 - (i) fill in a form on our Website;
 - (j) provide information to us in the course of conducting or administering our relationship with you, or if your employer does so in the course of conducting or administering our relationship with your employer;
 - (k) submit a job application to us; or
 - (l) contact us, including by telephone, fax, email, post, via our Website, or in person.
- 2.3 We may also collect Personal Information about you via third parties (such as parents or carers, or other persons such as health professionals and social/community workers). However we will only collect your Personal Information in this way if it is unreasonable or impractical to collect this information directly from you or if we are otherwise permitted to do so.
- 2.4 Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you.

3. Information collected via our Website

- 3.1 Personal Information may be collected by us and by our third party service providers who assist us in operating the Website.

Google Analytics

- 3.2 We may use Google Analytics from time to time to help analyse how you use our Website and to increase search optimisation. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated may be used to create reports about the use of our Website. Google will store this information. We will not (and will not allow any third party to) use Google Analytics to track or to collect any personally identifiable information of visitors to our Website. We will not associate any data gathered from this Website with any personal information from any source as part of our use of Google Analytics.
- 3.3 If you do not want your Website visit data reported by Google Analytics, you can install the Google Analytics opt-out browser add-on. For more details on installing and uninstalling the add-on, please visit the Google Analytics opt-out page at <https://tools.google.com/dlpage/gaoptout>.

Cookies

- 3.4 Like many websites, our Website may use 'cookies' from time to time. Cookies are small text files that are transferred to a user's computer hard drive by a website for the purpose of storing information about a user's identity, browser type or website visiting patterns. Cookies may be used on our Website to monitor web traffic, for example the time of visit, pages visited and some system information about the type of computer being used. We use this information to compile aggregate data about site traffic and site interaction so that we can enhance the content and services offered on our Website and offer better site experiences and tools in the future.
- 3.5 Cookies are sometimes also used to collect information about what pages you visit and the type of software you are using. If you access our Website or click-through an email we send you, a cookie may be downloaded onto your computer's hard drive.
- 3.6 Cookies may also be used for other purposes on our Website but in each case none of the information collected can be used to personally identify you.
- 3.7 You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.
- 3.8 If you disable the use of cookies on your web browser or remove or reject specific cookies from our Website or linked sites then you may not be able to gain access to all of the content and facilities in those websites.

Third party content (eg social media links)

- 3.9 Some of the content on our Website includes applications made available by third parties, such as social media buttons or links that allow you to share content or links to our Website through the relevant third party platforms. These third party applications themselves may facilitate collection of information by those third parties, through your interaction with the applications and sometimes even if you do not interact directly with them. We are not responsible for the technical operation of these applications or the collection and use practices of the relevant third parties. Please visit the relevant third party websites to understand their privacy practices and options they may make available to you in relation to their collection of your Personal Information.

4. How we use your Personal Information

- 4.1 We use the Personal Information we collect about you for our functions and activities, which may include the following:
- (a) to process enrolments and applications for membership;
 - (b) to provide information, support and appropriate care to our members;
 - (c) to facilitate and conduct our activities and events;
 - (d) to communicate with you and provide you with information, products or services you have requested, including in relation to our operations, activities and objectives;
 - (e) to communicate with you about donations, products, services, campaigns, causes and events;
 - (f) to administer fundraising events (including to process receipts and conduct those events) and to communicate with you in relation to those events;
 - (g) to process and record donations;
 - (h) to enable you to assist us with volunteering, community fundraising, advocacy and other activities where we seek the community's assistance;
 - (i) to facilitate and conduct workshops and conferences;
 - (j) to provide and administer TOBY and accounts registered for use with TOBY;
 - (k) to analyse the geographic demographics of recipients of our email communications;

- (l) to promote and market our products and services to you or provide you with information that we believe may be of interest to you;
- (m) to personalise and customise your experiences on our Website;
- (n) to conduct research and analysis in relation to the needs of our customers to improve existing products or services or create new products or services, and to market our products and services with a better understanding of your needs and the needs of customers generally;
- (o) to comply with relevant laws such as the *Working With Children (Criminal Record Checking) Act 2004 (WA)* and the *State Records Act 2000 (WA)*;
- (p) to process any job application submitted by you; and
- (q) if you are an employee or other representative of an organisation to which we provide our products and services or a supplier or service provider to us, to evaluate and report on those products and services and to communicate with you about your or your organisation's engagement with us and otherwise as specified in this Privacy Policy.

4.2 We reserve the right at all times to monitor, review, retain, and/or disclose any information as necessary to satisfy any applicable law, but we have no obligation to monitor the use of the Website or to retain the content of any user session.

4.3 We also collect, use and disclose Personal Information provided or generated in connection with the use of TOBY as specified at <http://tobyplaypad.com/privacy/>.

4.4 You consent to us using your Personal Information in the above ways.

4.5 We may collect and use your Personal Information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your Personal Information.

4.6 We may otherwise collect, use or disclose your Personal Information:

- (a) in accordance with this Privacy Policy or any agreement you enter into with us; or
- (b) as required or authorised by law, including without limitation the Australian Privacy Principles under the *Privacy Act 1988 (Cth)*.

4.7 If you choose not to provide your Personal Information to us for the purposes set out in this Privacy Policy, we may not be able to undertake certain activities for you such as providing you with requested information, products or services. For example, we need case history information for your child to be able to attend group sessions, and we need the membership form to be completed before permitting borrowing from the Argonaut Resource Centre.

5. To whom we disclose your Personal Information

5.1 Autism West may disclose, or provide access to, your personal information to third parties in connection with the purposes described in paragraph 4. Depending on the nature of your engagement with us, we may disclose your Personal Information to our related entities, to third parties that provide products and services to us or through us, or to other third parties (such as your referee(s) in connection with a job application you have submitted).

5.2 We may also disclose your Personal Information to our website host or software application providers in certain limited circumstances, for example when our Website experiences a technical problem or to ensure that it operates in an effective and secure manner.

6. Overseas disclosures

6.1 Some of your Personal Information may be transferred, stored, processed or used overseas by us or by third party service providers. This may happen if our related entities are overseas, if we outsource certain activities overseas or if transactions, information, services

or products have an overseas connection. You consent to the collection, use, storage, and processing of your Personal Information outside of Australia.

- 6.2 In particular, your Personal Information may be disclosed to third party service providers which may store or access your Personal Information in the United States of America, and such other countries in which those parties or their, or our, computer systems may be located from time to time, where it may be used for the purposes described in this Privacy Policy. In these circumstances, you consent to the collection, use, storage and processing of your Personal Information in those countries.

7. Marketing

- 7.1 You consent to us using your Personal Information for sending you information, including promotional material, about us, our products and services, and information related to ASD, as well as the products and services of our related entities and third parties, now and in the future. You also consent to us sending you such information by means of direct mail, and email messages.
- 7.2 If you do not want to receive marketing information from us, you can do so in any of the following ways:
- (a) clicking on the 'Unsubscribe' link in a direct marketing email that you have received from us; or
 - (b) contacting us using the contact details specified in paragraph 10.

8. Accessing and updating your Personal Information

- 8.1 You are entitled to access Personal Information that we hold about you. If you request access to your Personal Information, in ordinary circumstances we will give you full access to your Personal Information. However, there may be some legal or administrative reasons to deny access. If we refuse your request to access your Personal Information, we will provide you with reasons for the refusal where required by law.
- 8.2 A request for access can be made by contacting our Privacy Officer in any of the ways specified in paragraph 10.
- 8.3 We take all reasonable steps to ensure that any Personal Information we collect and use is accurate, complete and up-to-date. To assist us in this, you need to provide true, accurate, current and complete information about yourself as requested, and properly update the information provided to us to keep it true, accurate, current and complete. Please contact us in any of the ways specified in paragraph 10 if you believe that the Personal Information is inaccurate or incomplete, and we will use all reasonable efforts to correct the information.

9. Storage and security of Personal Information held by us

- 9.1 We aim to keep your Personal Information secure. Any Personal Information that is collected via our Website or which is held on our computer systems is protected by safeguards including physical, technical and procedural methods.
- 9.2 If we find that we have no further need for your Personal Information we may remove it from our systems and destroy all record of it.

10. What to do if you have a question, problem or complaint about our use of your Personal Information or this Privacy Policy

10.1 If you:

- (a) have a query or concern about this Privacy Policy or our Personal Information handling processes;
- (b) wish to make a complaint in relation to a breach of your privacy;
- (c) would like to access your Personal Information held by us;
- (d) would like to opt out of direct marketing; or
- (e) would like to correct your Personal Information held by us,

please contact our Privacy Officer in any of the following ways:

- » by phone on 08 9431 2111 or
- » by email at info@autismwest.org.au.

10.2 We will investigate your queries and complaints within a reasonable period of time of receiving the complaint and will notify you of the outcome of our investigation.

10.3 If you are not satisfied with our response, please notify the Privacy Officer in writing. We can escalate your matter and review the response that you were given. This may involve an escalation to the next level of management or referral to the CEO.

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