

Belonging Matters Privacy Policy

Purpose

Belonging Matters respects and protects the privacy of the people who use our services. This privacy policy tells you how we collect, use and protect information.

The term "Personal Information" in this privacy policy means any information from which your identity is apparent or can be reasonably ascertained.

Scope

The purpose of our service is to provide you with information, resources and personalised consultation in regard to social inclusion.

Personal information

If you contact us we will collect the email address you nominate and any other identifying information you provide, such as a name or phone number.

Other than circumstances such as unlawful activity or serious threats to health and safety, we do not share Personal Information with other agencies. If you ask us about an issue that needs to be dealt with by another agency, we will provide you with the necessary details to make contact yourself. You may opt out of further contact from us at any time.

How we deal with complaints and requests

You may request access to Personal Information about you that we hold and you may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete. You may also make a complaint about our handling of your Personal Information.

To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it. You can contact us by email, or send your request or complaint to the postal address below. We undertake to respond within 30 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

How we protect your Personal Information

To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical and administrative safeguards. We train our employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your Personal Information is restricted to employees who need it to provide benefits or services to you.

There are two major areas that Belonging Matters collects and protects your personal information

1) Service provision

In brief, Belonging Matters only collects personal information:

- Which is necessary for the lawful provision of services to people who access the services in accordance with Belonging Matters policies and procedures;
- Which is necessary for the lawful conduct of employment activities with staff in accordance with Belonging Matters policies and procedures;
- Which is given voluntarily; and
- Which will be stored securely on Belonging Matters databases.

Belonging Matter gathers and keeps information about individuals and groups the following purposes:

- To develop and maintain relationships with individuals and groups, as part of the mission of grass-roots change
- To advertise events and publications
- To keep registers of those attending Belonging Matters Events
- In some instances, Belonging Matters gathers, but does not keep for the long term, the contact details of people who are part of a particular project or piece of work.
- Belonging Matters collects information from various sources, including external sources, for the purpose of training and provides contacts with the opportunity to consent to, decline or modify any material or marketing.

The most private information kept by Belonging Matters is:

- Contact details of members, that include home contact information
- Planning and needs analysis information when involved in personal planning
- Contact details of non- members who choose to give Belonging Matters their home contact information
- Support needs of individuals who attend events
- Credit card details of those who purchase goods or attend events.

When in possession or control of a record containing personal information, Belonging Matters will ensure that:

- This personal information will not be shared outside of Belonging Matters.
- Credit card transactions are managed through secure online methods such as [PayPal](#) and [Square](#). On the odd occasion, if an order is taken manually, details will be securely destroyed as soon as the transaction is complete.
- The record is protected against loss, unauthorised access, modification by such steps as it is reasonable in the circumstances to take;
- If it is necessary for that record to be given to a person in connection with the provision of a service to Belonging Matters, everything reasonable will be done to prevent unauthorised use or disclosure of that record.

- Belonging Matters will not disclose such personal information to a third party without the individual's consent; or unless that disclosure is required or authorised by or under law.

2) Online

You can use our online service (web site) without telling us who you are or revealing other Personal Information except if you decide to become a member and have access to our Member's Lounge. If you become a member of the Member's Lounge we will collect information you provide on your Membership Application Form. If you send us a contact or feedback form you do not need to identify yourself or use your real name.

Our online service (web site) is hosted by Wix. Wix use different kind of security for different parts of their system. Wix is certified by TRUSTe for compliance with its program requirements including transparency, accountability and choice regarding the collection and use of your personal information. Any payment details are protected by a 256 Bit SSL encryption. For information see [Wix Privacy Policy](#)

Belonging Matters uses Pay Pal to ensure online payment security. The PayPal site is highly secure. We use industry-leading technology (such as SSL) to keep your information safe.

PayPal automatically encrypts your confidential information in transit from your computer to ours using the Secure Sockets Layer protocol (SSL) with an encryption key length of 128-bits (the highest level commercially available). Before you even register or log in to the PayPal site, our server checks that you're using an approved browser - one that uses SSL 3.0 or higher. For more information visit [PayPal](#)

Once your information reaches the PayPal site, it resides on a server that is heavily guarded both physically and electronically. PayPal servers sit behind an electronic firewall and are not directly connected to the internet, so your private information is available only to authorized computers.

For book purchases at events, Belonging Matters utilises [Square](#). Square Reader keeps payment information safe by encrypting it as soon as it's received. Whether the card is EMV chip and pin, magstripe or contactless, Square follows the appropriate protocols to ensure the data stays secure. Card-processing systems adhere to the [PCI Data Security Standard \(PCI-DSS\)](#).

In addition, Square monitor each transaction to detect suspicious behaviour from the moment it is processed to settlement. Square uses our algorithms to spot and freeze malicious or suspicious activity.

Website analytics

To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of our website.

Our website may contain links to other websites or documents. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy. Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

By using our web site, you consent to the processing of data about you by Google in the manner described in [Google's Privacy Policy](#) and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or [use the opt-out service provided by Google](#).

Belonging Matter also uses interfaces with social media sites such as Facebook, LinkedIn, Twitter and others. If you choose to "like" or "share" information from this website through these services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information

Our obligations

Belonging Matters is committed to complying with the provisions of the [Privacy Act 1988 \(Cth\)](#), including the [Australian Privacy Principles](#).

Contact us

If you would like further information or believe your privacy has been breached by Belonging you can contact the Belonging Matters' CEO on phone (03) 97398333 or over seas +61 397398333. Or write a letter to the address below

Email: deb.rouget@belongingmatters.org

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