

Challenge DV

YOUR WORKPLACE PARTNER TO END
DOMESTIC & FAMILY VIOLENCE

Privacy Policy – Challenge DV

Protecting your privacy

Challenge DV ACN 102 422 202 is committed to protecting personal information you provide to us. We will collect, use and disclose personal information in accordance with this policy and the Australian Privacy Principles (Schedule 1, *Privacy Act 1988* (Cth) (**Privacy Act**)).

What is your personal information?

Personal information is defined in the Privacy Act to mean information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

For example, personal information includes an individual's name, address, telephone number, email address, bank account or credit card details.

Collection of personal information

Challenge DV is a charitable organisation which was incorporated in 2002. Our principal function is to work with corporate Australia and the violence prevention sector to create and sustain a world free from domestic and family violence, where homes and workplaces are places of safety and care (**Services**). As part of providing the Services, Challenge DV allows individuals to subscribe to Challenge DV's mailing list and also has a membership base to which individuals can choose to sign up. It is also the policy of Challenge DV in providing the Services, to further develop its own website located at the domain name www.challengedv.org (the Website). Challenge DV also facilitates a philanthropic program, partnerships program and undertakes various advocacy activities (including associated marketing and communications) to assist in achieving a world without DFV (**Philanthropic and Partnerships activities**). Challenge DV also provides an online training program in relation to understanding domestic violence, the impact of domestic violence in the workplace, and how to recognise, respond to and refer staff and colleagues who may be impacted by domestic violence (**Program**).

Challenge DV only collects personal information that is reasonably necessary to provide the Services and/or Program and/or Philanthropic and Partnerships activities. The types of information collected by Challenge DV include, but may not necessarily be limited to, your name and contact details (including your email address).

Generally Challenge DV will not collect sensitive information about you (such as your race or ethnic origin, political beliefs or religion). If Challenge DV needs sensitive information, it will ask your consent when it collects this information (unless an exemption applies). We may collect personal information when you:

- deal with us over the telephone or by email;
- visit our Website and provide your details on our Website, including when you register to use our Website, sign up to become a member or subscribe to our mailing list;
- visit our Website or another website on which the Program is hosted by (or on behalf of) Challenge DV and provide your details, including when you register to use and access the Program.
- Make a donation through our Website, or another website being used for Challenge DV fundraising activities or any other Philanthropic and Partnerships activities.

Challenge DV may collect information based on how you use the Website or another website on which the Program is hosted by (or on behalf of) Challenge DV. Challenge DV uses 'cookies' and other similar technologies to collect non-identified/anonymous information about the users of its Website such as the number of visitors and the number of pages viewed. This information is collected to analyse and improve the Website and to record statistics on web traffic. No attempt is made by Challenge DV to use this information to personally identify you. Further, we will de-identify the information before using it for program enhancement.

If reasonable and practicable to do so, Challenge DV will collect personal information directly from you.

Challenge DV will only collect personal information from you by lawful and fair means.

Use and disclosure of your personal information

We will use, hold and in limited circumstances or with your consent, disclose, your personal information primarily for the purpose of providing the Services and/or Program and/or Philanthropic and Partnerships activities.

In some circumstances your personal information may be disclosed to service providers that perform a range of services on behalf of Challenge DV including auditors and solicitors, information technology vendors and other consultants.

We may disclose your personal information to GO1 Pty Ltd as it may host the Program on its website ([click here to view GO1's privacy policy](#)).

Challenge DV is unlikely to disclose your personal information to overseas recipients.

Storage and protection of personal information

The security of your personal information is of paramount importance to Challenge DV and it will take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Reasonable steps will be taken to dispose of personal information that is no longer needed for the purposes for which it was collected.

Access and correction of your personal information

Subject to certain exceptions, Challenge DV will provide you with access to your personal information upon receiving a written request. Challenge DV will endeavour to acknowledge such requests within 14 days of receiving the request and provide the requested information within 30 days.

If you believe Challenge DV is holding inaccurate or outdated information about you, you should notify Challenge DV in writing by contacting us at the contact details below. We will take reasonable steps to correct the information so that it is accurate, up-to-date, complete, relevant and not misleading.

In certain circumstances, Challenge DV may not be able to correct or provide you with access to your personal information. In these circumstances Challenge DV will write to you to explain and provide the reasons why.

Complaints

If you consider that Challenge DV has breached the Australian Privacy Principles, you may make a complaint in writing to Challenge DV at the contact details below.

Challenge DV will endeavour to acknowledge the complaint within 14 days of its receipt and investigate the complaint and respond to you advising the outcome of the investigation within 30 days or as soon as practicable.

If you are not satisfied with our response, you may take your complaint to the Office of the Australian Information Commissioner.

Contact us

If you have any questions about this privacy policy, if you wish to complain about how Challenge DV has handled personal information about you or if you wish to access or correct your personal information, please contact Challenge DV via:

Email: team@challengedv.org

Post: P.O Box 7844, Waterfront Place, QLD, 4001

Phone: 07 3119 6347

Changes to our privacy policy

This privacy policy is subject to change at any time. Please check our Website regularly for any changes. By continuing to use the Website and/or Program and/or Philanthropic and Partnerships activities you will be deemed to have accepted any changes to Challenge DV's privacy policy.