

External Privacy Policy

Purpose

1. The Prisoners' Aid Association of New South Wales Inc (**PAA**) is committed to protecting your privacy. This Privacy Policy explains how PAA ensures that personal information is collected, used, stored, and managed in accordance with all applicable Australian privacy legislation, regulations and principles. This Privacy Policy also outlines how we handle personal information, our data protection practices, and your rights to your data.

Information PAA Collects

2. We collect and use personal information to provide services, manage our operations, and improve our programs. We collect a range of personal information depending on your interactions with us, including:
 - a. **Personal or Sensitive Information:** We may collect personally identifiable information, such as your name, email address, donation history, communication preferences, phone number, conviction information, health records, employment or participation records, when you voluntarily provide it to us through forms on our website or when speaking to us on the telephone.
 - b. **Usage Data:** We may collect information about your interactions with our website, including your IP address, browser type, operating system, pages visited, and the dates and times of your visits. We may also collect survey responses and statistical data for PAA's advocacy and policy development, either when you voluntarily provide it to us through forms on our website or when speaking to us on the telephone.
 - c. **Cookies and Tracking Technologies:** We use cookies and similar tracking technologies to track the activity on our website and hold certain information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent.

How PAA Collects Personal Information

3. PAA collects personally identifiable information only with the consent of the owner of that information, either through forms on our website, while speaking to us on the telephone, through email correspondence or through face to face interviews.

How PAA Uses Your Personal Information

4. PAA uses the information we collect in the following ways:
 - a. **To Provide and Maintain Our Service:** To operate and maintain our website and services.
 - b. **To Improve Our Website:** To understand and analyse how you use our website and to improve its functionality and user experience.
 - c. **To Communicate with You:** To respond to your inquiries, meet our charitable purpose by providing support to incarcerated people or formerly incarcerated people and their families and communities, and send you updates, and information related to our services.

- d. **To Undertake Fundraising:** To manage volunteers, supporters and donors and conduct fundraising activities.
 - e. **To Undertake Research, Advocacy and Policy Development:** To respond to sector-wide issues related to our charitable purpose.
 - f. **To Comply with Legal Obligations:** To comply with applicable laws, regulations, and legal processes.
5. We will only use your personal information for the purposes for which it was collected or as otherwise required by law.

Security of Your Information

6. We use administrative, technical, and physical security measures to help protect your personal information. We use secure, encrypted systems to store data and ensure that only authorised personnel have access. Physical documents are kept in locked facilities, and regular security reviews are conducted to safeguard against unauthorised access or breaches.
7. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

Data Retention and Destruction

8. We retain personal information only for as long as necessary to fulfil the purposes for which it was collected or as required by law. Once no longer needed, we securely destroy or de-identify personal information.

Sharing Your Information

9. We do not sell, trade, or otherwise transfer your personal information to outside parties except where:
- a. It is necessary to fulfill the purpose for which the information was collected;
 - b. We are required to by law; or
 - c. You have provided your consent for us to share your information.
10. PAA is not likely to disclose any personal information outside of Australia and all third parties we work with are required to adhere to our strict data protection standards, and we regularly review their compliance. We do use overseas providers of IT services including servers and cloud services and ensure that these providers meet the standards of the Australian Privacy Principles or other applicable privacy legislation.

Your Data Protection Rights

11. Depending on your location and citizenship, you may have the right to:
- a. **Access:** The right to request copies of your personal data.
 - b. **Rectification:** The right to request that we correct any information you believe is inaccurate or complete information you believe is incomplete.

- c. **Erasure:** The right to request that we erase your personal data, under certain conditions.
- d. **Restrict Processing:** The right to request that we restrict the processing of your personal data, under certain conditions.
- e. **Object to Processing:** The right to object to our processing of your personal data, under certain conditions.
- f. **Data Portability:** The right to request that we transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

Data Breaches

- 12. In the unlikely event of a data breach, we will notify affected individuals promptly, in accordance with our obligations under Australian law.

Complaints About Privacy

- 13. If you have a complaint related to how PAA has managed your personal information, please contact PAA using the contact information below. PAA may ask you to place your concerns in writing in order to understand and investigate the issues which have been raised. PAA will make every effort to resolve your issue within a reasonable time of it being notified.
- 14. After speaking to PAA, if your complaint remains unresolved, you may access an external dispute resolution service or apply to the Office of the Australian Information Commissioner (OAIC) – www.oaic.gov.au - to have the complaint heard and determined.

Contact Us

- 15. If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

Prisoners Aid Association NSW
10/29 Bridge Rd, Stanmore NSW 2048
info@prisonersaidnsw.org
02 9666 5927

Changes to this Privacy Policy

- 16. We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. The latest version of this Privacy Policy will always be available on our website. Changes to this Privacy Policy are effective when they are posted on this page.