

PRIVACY POLICY

How Little Big River collects, stores and deals with personal data & images

Privacy laws

Little Big River is committed to handle personal data and images in accordance with all the relevant laws, such as the Australian Privacy Principles guidelines of the Australian Privacy Act 1988.

What is personal information?

Personal information includes a broad range of information, or an opinion, that could identify an individual. This includes name, (email) address, phone number, date of birth, photographs, voice, geometric and sensitive information like medical, sexual orientation, political and/or religious beliefs or affiliation, ethnicity & race, or criminal background.

Disclaimer

What is personal information varies, depending on whether a person is reasonably identifiable in the circumstances.

The protection of the privacy of individuals will be balanced with the interests of the relevant entities in carrying out their functions or activities.



While our goal is to "Communitize the Clarence", we will respect your privacy when Connecting, Creating and Communicating with you and others.

@LittleBigRiver

Share as much or as little as you are comfortable with:

Everyone has a right to privacy, and also the right to tell their story... as long as it doesn't harm or hurt others.



Our policy & best practice

- Little Big River will need to collect and store at least some of your personal data to provide optimal services and make transactions, but we will take all reasonable steps to implement practices, procedures and systems that will keep your data private and safe and ensure it complies with the Australian Privacy Act.
- By sharing your personal information with us, you confirm that you agree to us collecting, storing and using that data, in accordance with this Privacy Policy. We will only share your personal information publicly or to selected third parties with your consent, either verbally or in writing.
- We aim to always adopt the best practices to safeguard our databases with your personal information and will inform all our stored contacts of any changes to this Privacy Policy.

How we communicate:

- Face-to-face, phone, letters,
- Email and Forms (print and digital), digital quotes or invoices
- Social Media platforms and media releases

How we store personal information:

- Client names, emails, and queries collected by email or online forms will be stored in third-party apps, such as the website and email database, using the optimised security settings and a 2-factor-authenticator.
- Printed copies of certain documents or forms, which will be stored in a secure location.

Who we may share data with, on a need-to-know basis only:

- Staff and relevant service providers, business, project partners and/ or volunteers working on the same project
- Financial institution and (Government) agencies or we receive funding from
- Other parties as authorised or required by law

Types of information we collect:

- Name, location/address, email, phone number, preferred pronoun or title
- If applicable: the name and contact details of your community, business/club/company/organisation/agency
- Social media profile information that you share with us or publicly
- Your ABN and bank or payment details in case financial transactions are involved
- Your user name or password that you may create when registering a digital service with us, such as a website or community or company database
- Records of our interactions with you, including your participation in meetings, programs or events
- Details of services or products that we provide to you and how you use these services or products, or of services or products that you provide to us, including volunteering, donations and partnerships
- Photographs and video or voice recordings that you have agreed to
- Your responses to surveys or forms we hand out or publish online
- Your IP address, location, browser type and online activity on our platforms if you engage with our website, online databases or social media when a web statistics app has been activated. This enables us to personalise your experiences
- We may also use this information to contact you for special opportunities, promotional or marketing purposes, or news updates unless you opt out

Contact us with your complaints, queries or suggestions:

- Email
connect@LittleBigRiver.com
- Private Message us on
www.facebook.com/
LittleBigRiver.AU

NB Please contact us first to try to resolve a matter before complaining in public or to an agency.

If you feel there was no satisfactory resolution offered, then you can:

Contact the Australian Information Commissioner:

- Website form or email to foi@oaic.gov.au
- Write to GPO Box 5288
Sydney NSW 200
or Fax +61 2 6123 5145
- Call 1300 363 992
or +61 2 9942 4099
- National Relay Service

Other options:

Call Fair Trading on 13 32 20 / +61 2 9895 0111 or for legal help contact Law Access NSW on 1300 888 529

Do you have any concerns?

You may, at all times:

- Choose not to share (some of) your personal information, which is no problem if that doesn't hamper the services or opportunities you want us to provide.
- Opt out for newsletters and/or marketing messages
- Cancel any subscriptions
- Request a copy of the personal data we have on record for you (if you do so more than once a year we may have to charge a reasonable admin fee)
- Ask Little Big River to delete all non-relevant data we have on you after a service has been provided or a specific amount of time (NB some key data, such as transaction records, may need to be retained for up to 5 years for tax or reporting purposes).

Complaints handling:

- Contact Little Big River directly if you have any concerns or questions about the personal data we keep for you.
- We will make a record of your query or complaint and contact you as soon as possible with a reply or offer a resolution.

LAST UPDATED: 30 March 2023

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