

Privacy Policy

Version 3.0

APPLIES TO
All employees and governing body members.

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Document Approval

This Policy has been endorsed by the CEO and approved by the Board as indicated by the signatures below



Alisha Musker, CEO

Date: 2nd May 2025



Bill Dowson, Board Chair

Date: 2nd May 2025

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Under the Cram policy framework, policy and process indicate what must be done and why; procedures indicate how the process needs to be done (including by who and by when); work/practice instructions explain how to carry out specific elements of the procedure/process. Supporting Documents (forms and other records) provide evidence of policy application and procedure outcomes.

Privacy Policy

Version 3.0

POLICY STATEMENT

The Cram Foundation (Cram) is committed to protecting and upholding the right to privacy of participants, employees, volunteers, Governing body members and representatives of agencies we deal with. The Cram Foundation is committed to protecting and upholding the rights to privacy in the way we collect, use, disclose and protect information about our participants, employees, Governing body member, agency representative, their needs and the services we provide to them.

This Privacy Policies applies to all personal information collected by Cram including information collected through our website (<https://www.cramfoundation.com.au>), services, programs and contacts with individuals. It also applies to both Australian and overseas entities that process personal information on Cram's behalf.

Cram will ensure that:

- It meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of participants and organisational personnel.
- Participants and organisational personnel are provided with information about their rights regarding privacy.
- Participants and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature;
- All employees, Governing body members and volunteers understand what is required in meeting these obligations; and
- It will adhere to all requirements imposed under the Privacy Act 1988, including the requirements imposed by the Privacy Amendment (Notifiable Data Breaches) Act 2017, to strengthen the protection of personal information.

This policy conforms to the Privacy Act (1988) and the Australian Privacy Principles which governs the collection, use, disclosure and protection of personal information.

PROCEDURES

1. Dealing With Personal Information

1.1 Collection of Personal Information

We only collect personal information that is necessary for us to provide our services and for the necessary function of the organisations and its activities, including: names, addresses, usernames, email addresses, contact details, Health information relevant to the services we provide, together with information about your interactions with us, including employment details, donations and volunteer activities. Cram ensures that:

- during intake and assessment all participants and their representatives will be told what information is being collected, how their privacy will be protected and their rights in relation to this information.

- privacy for participants, employees, volunteers or Governing body members occurs when they are being interviewed or discussing matters of a personal or sensitive nature.
- personal information is collected using fair and lawful ways and only collects personal information once consented to by an individual.
- people know what sort of personal information is held, what purposes it is held it for and how it is collected, accessed, used, and disclosed.

When you use the website, we automatically collect certain information including:

- IP address of each device
- User demographic information such as age, gender and interests by saving 'cookies' to user's computers. Usage of a "cookie" is not linked to any personally identifiable information on our site
- Device and browser information such as the visitor's device type, operating system and browser
- Browsing behaviour through Google Analytics which tracks the pages visited, time spent on each page and the user's navigation path through the website.

Form submissions from the website Contact us page captures an individual's name, email address and message in the website database.

Credit card information entered on the Cram Donations website page is not collected by Cram but instead is captured by a third-party vendor (Stripe) via the payment plugin. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our website users to be aware and to read the privacy statements of any other site that collects personally identifiable information.

1.2 Use of Personal Information

We use your personal information to:

- Provide and manage our services
- Communicate with you about our programs and events
- Provide information to you, process your payments, donations and issue receipts
- Comply with legal and regulatory obligations
- Respond to you regarding the reason you contacted us on the website. We will not share your information with any third party outside our organisation, other than as necessary to fulfill your request.

1.3 Disclosure of Personal Information

We may disclose your personal information to:

- Service providers who assist us in delivering our services
- Regulatory bodies as required by law
- Other entities with your consent.

1.4 Consent and Notice

We will obtain explicit consent before collecting, using or disclosing your personal information, except where required by law. We will provide clear and detailed notices about how your information will be used at the time of collection.

- Use of participant name and image, either photographic or video, for the purpose of publicity external to Cram, (including print media, newspapers and social media platforms, visual media including television and video footage and public forums) will be subject to participant and/or guardian/ nominee consent via the Participants Consent Form. At any time, participants have the right to revoke this permission.

1.5 Fairness and Reasonableness

We ensure that our data practices are fair and reasonable, considering the impact on individuals. We will not use your personal information in ways that are unjust or unexpected.

- Participant records will be confidential to participants, Disability Support Workers and Cram management. Only employees who need information to perform a specific role are granted access to an individual's personally identifiable information.
- Information about participants may only be made available to other parties with the consent of the participant.
- Requests for information about participants from outside agencies or individuals will be referred to the CEO. Before any information is released, the Executive Manager of Home and Living Services will contact the participant to obtain consent.

1.6 Data Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. This includes implementing physical, technical, and administrative security measures.

- All participant records will be kept securely in locked facilities on-site, with restricted access to online files on an as needs basis.
- All files containing personal will be updated, archived and destroyed according to the organisation's Record Management policy.
- Employees will notify Cram Executives in line with the Data Breach Response Plan when there has been a data breach (or suspected breach) of personal information (through unauthorised access or unauthorised disclosure or loss of personal information), and it is likely to result in serious harm to individuals whose privacy has been breached.

Our website security measures include database security, authentication and authorisation, from protection and data encryption.

We comply with the enforcement powers of the Australian Information Commissioner including responding to infringement notices and avoiding penalties for breaches. We also do not engage in or tolerate doxxing as publishing or distributing personal data is a criminal offence.

2. Responsibilities For Managing Privacy

All staff are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.

The CEO is responsible for content in The Cram Foundations publications, communications and web site and must ensure the following:

- Appropriate consent is obtained for the inclusion of any personal information about any individual including Cram personnel.
- Information being provided by other agencies or external individuals conforms to privacy principles.
- That the website contains the Privacy Policy to make clear the conditions of any collection of personal information from the public through their visit to the website.

The Manager, People and Culture is responsible for safeguarding personal information relating to Cram employees, Governing body members, volunteers and contractors. They will also be responsible for:

- Ensuring that all staff are familiar with the Privacy Policy and administrative procedures for handling personal information.
- Ensuring that participants and other relevant individuals are provided with information about their rights regarding privacy; and

- Handling any queries or complaint about a privacy issue.

The Board of Directors oversees the implementation and compliance of this Privacy Policy by ensuring:

- Regular review of the Privacy Policy is conducted to ensure ongoing compliance with legal requirements and best practice
- Adequate resources are allocated for Privacy management and training
- Privacy risks are identified and mitigated through a robust Risk Management framework

3. Your Privacy Rights

You have the right to:

- Access, review, update and delete any personal information we hold about you by emailing admin@cramfoundation.com.au to advise us. Please note that we may still use any aggregated and de-identified personal information that does not identify any individual as necessary to comply with our legal obligations, to resolve disputes and enforce our agreements.
- Withdraw your consent for data use and processing
- Appeals – individuals who are refused access to their own records or information files may appeal by contacting the Cram CEO who will review the decision in the context of this policy
- Lodge a complaint if you believe your privacy has been breached

You have the right to sue for invasions of privacy. You can always opt not to disclose information but keep in mind some information may be needed to register with us on the website to take advantage of some of our features.

4. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in the law or our practices. We will notify consumers whenever there are any significant changes.

5. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at admin@cramfoundation.com.au or call our Head Office on 02 4255 6900.

POLICY CONTEXT

THIS POLICY RELATES TO:	
Standards	NDIS Quality Standards: Provider Governance and Operational Management Australian Privacy Principles Australian Cyber Security Centre (ACSC) Essential 8 Framework Australian Government Office of the Australian Information Commissioner (OAIC) – Data Breach preparation and response
Legislation	Privacy Act 1988 (Cth) Privacy Act NDB Scheme in Part IIIC of the Privacy Act
Related policies and procedures	Rights and Responsibilities Compliance Risk Management Records Management Cyber Incident Policy Data Breach Response Plan
Forms, record keeping or other organisational supporting documents	Participant Consent Form