

Privacy Policies and Collection Notices

Privacy Statement

The Australian Indigenous Education Foundation (ABN 13 127 908 187) (AIEF) is committed to protecting your privacy. AIEF supports and is guided by the National Privacy Principles in the Privacy Act 1988 (Cth) (the Privacy Act) as well as other applicable laws protecting privacy.

Our Privacy Policies and Collection Notices contain information about how we collect and handle personal and sensitive information. Our Collection Notices provide more detailed information for specific categories of people we engage with. The policies also contain information on what to do if you have questions, concerns or complaints.

In the course of carrying out our organisation's functions we will obtain information about prospective, current and past AIEF stakeholders, including without limitation, job applicants, donors, partners, volunteers, scholarship students, alumni, advocates, and their family members among others ("AIEF Stakeholders").

It is up to you how much information you would like to provide. However, some information is required as conditions of eligibility for our programs and activities. If you do not wish to provide certain information requested by us this may limit your eligibility for support from AIEF or our ability to engage with you and carry out our functions and activities.

How we collect information: This information may be collected:

- by AIEF employees,
- by AIEF Stakeholders,
- from public information (e.g. websites, media publications, social media, internet searches etc)
- from any third parties including without limitation other organisations, agents, contractors, employers, other AIEF Stakeholders and their friends, families, contacts, teachers or others in their network where this is part of our programs and activities or if it is not practical or we are not reasonably able to, get the information directly from you and it relates to our Purposes described below.

What we collect: The information collected may include:

- your name, address, email address or other personal details like date of birth
- your educational level, qualifications, transcripts, reports, results, background and status
- details about your family situation and children in your or other family members' care and other information about your family
- referee names and contact details
- screening results and information we are required to collect by law, such as criminal history details and working with children credentials under child protection legislation applicable, contractual provisions and risk management
- your personal, career and employment background, history, achievements, and status
- results of any assessments you do in relation to recruitment activities for employment at AIEF

- survey responses that will help us improve and information that will help us to understand how helpful our programs and activities are and the value of the programs and activities generally
- cultural and community background and language groups
- dietary requirements
- criminal histories and compliance checks
- taxation information you provide to us directly or indirectly for establishing eligibility or means-tested contributions
- financial information
- your financial status, and payment information about donation activities and preferences
- information about your different engagement activities with AIEF or interactions you may have had with AIEF or AIEF Stakeholders
- photographic and video materials
- publicly available and other private information about you
- other information related to the above or our organisational purpose, mission, vision, priorities, strategies, and business plans

Purposes: The information collected is used in order for us to carry out our organisational purpose, mission, vision, priorities, strategies, and business plans directly or indirectly through partners, agents, contractors or others including the following:

- Delivery of our programs
- Fundraising
- Reporting
- Marketing
- Governance
- Compliance
- Operations
- How we can continue to fulfil our mission effectively
- Engagement with AIEF Stakeholders
- To assess your eligibility or suitability to be involved in our activities
- To communicate with you or AIEF Stakeholders about and manage your involvement with us
- For research or evaluation purposes
- To keep you up to date with our initiatives that we think may interest you
- To respond to your comments and queries
- To plan for future activities
- To provide and manage our services and conduct our operations and activities
- Assessment for potential employment opportunities at AIEF

Protection and Confidentiality: AIEF has appropriate tools, policies, procedures and systems in place to protect and preserve the confidentiality of information collected and to use it for the Purposes and as required or authorised by law, regulations or contracts. In any public use of the information AIEF also has appropriate policies, procedures and systems in place to de-identify private information unless you have otherwise consented, directly, indirectly, verbally, in writing or by conduct. We also have tools, systems and procedures designed to protect the information from misuse, interference and loss, and from unauthorised access, modification or disclosure. Our staff are trained in relation to privacy, and everyone within AIEF who works with children or other vulnerable people or has access to their personal information has had to satisfy the screening requirements set out in our child protection requirements including police checks and working with children and vulnerable persons checks (as applicable).

Service Providers: In order to manage information we collect, we may use service providers with cloud-based hosting facilities. When we engage those service providers we and / or take steps to ensure that our service providers only use the personal information to provide services to us and keep it confidential.

Under 18: If consent is required and the information is about a child under 18 years of age who is not living independently, we will usually obtain the consent of a parent or guardian through the acceptance of our terms and conditions of our support and through conduct in the ongoing participation in our programs and activities.

Secure Disposal: Where Personal information is no longer needed and is being deleted, deidentified, destroyed or moved offline, all reasonable steps will be taken to ensure this is done in a secure manner.

Contact Us: If at any time you do not want us to use your information to send you any further information, or have any need to contact us about our collection or use of the information, you can always let us know by contacting our Executive Director contact on (02) 8373 8000 or info@aief.com.au.

Amendments: AIEF may modify this Privacy Statement from time to time and if it does so, it will post any updated Privacy Statement on this website. We encourage you to check the AIEF website periodically to ensure that you are aware of our current Privacy Statement.

STUDENTS, ALUMNI AND YOUR FAMILY COLLECTION NOTICE AND USE OF PERSONAL INFORMATION COLLECTED BY AIEF

AIEF is committed to protecting your privacy. This Collection Statement includes information about how we collect and handle personal information. It also has information on what to do if you have questions, concerns or complaints.

If you are under the age of 18, please do not provide personal information to us unless your parent/guardian has reviewed this collection notice and has agreed to you sharing personal information with us.

In the course of carrying out our organisation's functions, we will obtain information about you as a scholarship student and, subsequently, as an alumni of AIEF, as well as information about your family. Where you provide us with personal information about anyone else, including family members, you confirm that you have shared this collection notice with that person and that you have all necessary permissions to share that information with us (including parent/guardian permission if that person is under the age of 18).

It is up to you and your family how much information you and your family would like to provide. If you or your family do not wish to provide certain information requested by us this is likely to limit your eligibility for (or continuation of) a scholarship and other support from AIEF, and our ability to engage with you and carry out our functions and activities.

We will only seek information from others with your consent (including by agreeing to our scholarship terms and conditions) or if it is not reasonable or practical to get the information directly

from you or your family (for example because we have been unable to contact you or your family directly to obtain information) and it relates to our programs and activities.

How we collect information: This information may be collected:

1. from you and your family in forms filled out (and associated documents and materials), meetings, emails, telephone calls, video calls, program activities and interviews;
2. by AIEF employees or contractors and agents acting on our behalf;
3. from partner schools and universities where we offer scholarships, and their employees;
4. from other AIEF stakeholders (including, donors, partners, volunteers, other students, alumni, advocates, or other organisations, and any of their family members or others in any of those networks);
5. from public information (e.g. websites, media publications, social media, internet searches etc).

What we Collect: The information collected is likely to include your and your family's names, date of birth, addresses, telephone numbers, and email addresses, home community, cultural and community background and language groups, dietary requirements, financial and taxation information about you or your family, your bank details (where applicable), ABSTUDY information, photographs and video materials, information on charges and credits related to your time at a partner school or university in the form of your school/university accounts/invoices, other information relating to eligibility for our programs and activities, information about your interests, progress and experiences at school or university, school or university reports and transcripts, NAPLAN results and information relating to your curricular and co-curricular activities at school or university, your final examination results and tertiary entrance rank (ATAR) statement, ongoing collection of survey and status information in the past, present or future about your or your family's previous, current and expected career and employment journey, your and your family's educational level, qualifications, transcripts, reports, results, background and status, information about engagement with us and our programs and activities, as well as any other relevant personal information about your or your family's life and experiences that you or your family would like to share with us. This may also include personal information about your family and children in your or other family members' care, and other information about your family (in such circumstances, you and your family confirm that you have all necessary permissions to share such personal information with us). The personal information may also include survey responses or other feedback that will help us improve and information that will help us to understand how helpful our programs and activities are and the value of the programs and activities generally.

Purposes: The information collected before, during and after your scholarship at school or university is used in order for us to engage with you and your family, be updated on your activities and progress at school, university or work, assess your eligibility or suitability to be involved in our activities, enable us to provide scholarships and include you in our program activities, exercise duty of care, perform administrative activities, meet reporting, legal and compliance requirements, evaluation of our programs and activities, seeking funding, donations and marketing, liaising with other schools, universities or employers you may be applying or enquiring to, liaising with Centrelink about ABSTUDY or other benefits, and to keep you up to date with our initiatives and any opportunities that we think may interest you.

Disclosure of personal information: We are likely to disclose the personal information that we collect as part of this process to contractors who are working on our behalf and, where relevant, other entities who may be able to provide you with information or opportunities which may be of

interest to you or your family. We may also use third-party outsourced cloud, telecommunication and online services (including email, messaging, servers and crm applications), to store or transmit personal information and to provide services to us involving the use of personal information. Some personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may reside on a cloud service provider's server which may be situated outside Australia.

Where to find more information: If you or your family would like more information about our privacy practices, including your and your family's rights under privacy law and the processes that we have in place to protect your and your family's personal information, please see our privacy policy at <https://www.aief.com.au/privacy>. Our privacy policy also contains details about how you can access and correct personal information we hold about you, how you can make a complaint and how we deal with complaints.

If at any time you or your family do not want us to use your or your family's information to send you or your family any further information, or have any need to contact us about our collection or use of the information, you or your family can always let us know by contacting our Executive Director on (02) 8373 8000 or info@aief.com.au

DONORS AND FUNDING PARTNERS COLLECTION NOTICE AND USE OF PERSONAL INFORMATION COLLECTED BY AIEF

AIEF is committed to protecting your privacy. This Collection Statement includes information about how we collect and handle personal information. It also has information on what to do if you have questions, concerns or complaints.

If you are under the age of 18, please do not provide personal information to us unless your parent/guardian has reviewed this collection notice and has agreed to you sharing personal information with us.

In the course of carrying out our organisation's functions, we will obtain information about you as a donor or funding partner. Where you provide us with personal information about anyone else, including family members or colleagues, you confirm that you have shared this collection notice with that person and that you have all necessary permissions to share that information with us (including parent/guardian permission if that person is under the age of 18).

It is up to you how much information you would like to provide. If you do not wish to provide certain information requested by us this is likely to limit your ability or eligibility to engage with AIEF, and our ability to engage with you and carry out our functions and activities.

We will only seek information from others with your consent (including by agreeing to our terms and conditions) or if it is not reasonable or practical to get the information directly from you (for example because we have been unable to contact you directly to obtain information) and it relates to our programs and activities.

How we collect information: This information may be collected:

1. from you or your family or colleagues in forms filled out (and associated documents and materials), meetings, emails, telephone or video calls, program activities and interviews;

2. by AIEF employees or contractors and agents acting on our behalf;
3. from other AIEF stakeholders (including, donors, partners, volunteers, students, alumni, advocates, or other organisations or others in any of those networks);
4. from public information (e.g. websites, media publications, social media, internet searches etc).

What we Collect: The information collected is likely to include your and / or your family's names, date of birth, addresses, telephone numbers, and email addresses, home community, cultural and community background and language groups, dietary requirements, financial information, your bank details (where applicable), photographs and video materials, information about your interests, ongoing collection of survey and status information in the past, present or your and your family's educational level, qualifications, work experience, background and status, information about engagement with us and our programs and activities, as well as any other relevant personal information that you would like to share with us. This may also include personal information about your family and children and other information about your family (in such circumstances, you and your family confirm that you have all necessary permissions to share such personal information with us). The personal information may also include survey responses or other feedback that will help us improve and information that will help us to understand how helpful our programs and activities are and the value of the programs and activities generally.

Purposes: The information collected is used in order for us to carry out our organisational purpose, mission, vision, priorities, strategies, and business plans directly or indirectly through partners, agents, contractors or others. The information collected is also used in order for us to engage with you and your organisation, exercise duty of care, perform administrative activities, meet reporting, legal and compliance requirements, evaluation of our programs and activities, seeking funding, donations and marketing, and to keep you up to date with our initiatives and any opportunities that we think may interest you.

Disclosure of personal information: We are likely to disclose the personal information that we collect as part of this process to contractors who are working on our behalf and, where relevant, other entities who may be able to provide you with information or opportunities which may be of interest to you or your family. We may also use third-party outsourced cloud, telecommunication and online services (including email, messaging, servers and crm applications), to store or transmit personal information and to provide services to us involving the use of personal information. Some personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may reside on a cloud service provider's server which may be situated outside Australia.

Where to find more information: If you would like more information about our privacy practices, including your rights under privacy law and the processes that we have in place to protect your personal information, please see our privacy policy at <https://www.aief.com.au/privacy>. Our privacy policy also contains details about how you can access and correct personal information we hold about you, how you can make a complaint and how we deal with complaints.

If at any time you do not want us to use your information to send you any further information, or have any need to contact us about our collection or use of the information, you or your family can always let us know by contacting our Executive Director on (02) 8373 8000 or info@aief.com.au

VOLUNTEERS
COLLECTION NOTICE AND USE OF PERSONAL INFORMATION COLLECTED BY AIEF

AIEF is committed to protecting your privacy. This Collection Statement includes information about how we collect and handle personal information. It also has information on what to do if you have questions, concerns or complaints.

If you are under the age of 18, please do not provide personal information to us unless your parent/guardian has reviewed this collection notice and has agreed to you sharing personal information with us.

In the course of carrying out our organisation's functions, we will obtain information about you as a volunteer. Where you provide us with personal information about anyone else, including family members or colleagues, you confirm that you have shared this collection notice with that person and that you have all necessary permissions to share that information with us (including parent/guardian permission if that person is under the age of 18).

It is up to you how much information you would like to provide. If you do not wish to provide certain information requested by us this is likely to limit your ability or eligibility to engage with AIEF, and our ability to engage with you and carry out our functions and activities.

We will only seek information from others with your consent (including by agreeing to our terms and conditions) or if it is not reasonable or practical to get the information directly from you (for example because we have been unable to contact you directly to obtain information) and it relates to our programs and activities.

How we collect information: This information may be collected:

1. from you or your family or colleagues in forms filled out (and associated documents and materials), meetings, emails, telephone or video calls, program activities and interviews;
2. by AIEF employees or contractors and agents acting on our behalf;
3. from other AIEF stakeholders (including, donors, partners, volunteers, students, alumni, advocates, or other organisations or others in any of those networks);
4. from public information (e.g. websites, media publications, social media, internet searches etc).

What we Collect: The information collected is likely to include your and/or your family's names, date of birth, addresses, telephone numbers, and email addresses, home community, cultural and community background and language groups, dietary requirements, financial information, your bank details (where applicable), photographs and video materials, information about your interests, ongoing collection of survey and status information in the past, present or your and your family's educational level, qualifications, work experience, background and status, information about engagement with us and our programs and activities, as well as any other relevant personal information that you would like to share with us. This may also include personal information about your family and children and other information about your family (in such circumstances, you and your family confirm that you have all necessary permissions to share such personal information with us). The personal information may also include survey responses or other feedback that will help us improve and information that will help us to understand how helpful our programs and activities are and the value of the programs and activities generally.

Purposes: The information collected is used in order for us to carry out our organisational purpose, mission, vision, priorities, strategies, and business plans directly or indirectly through partners, agents, contractors or others. The information collected is also used in order for us to engage with you and your organisation, exercise duty of care, perform administrative activities, meet reporting, legal and compliance requirements, evaluation of our programs and activities, seeking funding, donations and marketing, and to keep you up to date with our initiatives and any opportunities that we think may interest you.

Disclosure of personal information: We are likely to disclose the personal information that we collect as part of this process to contractors who are working on our behalf and, where relevant, other entities who may be able to provide you with information or opportunities which may be of interest to you or your family. We may also use third-party outsourced cloud, telecommunication and online services (including email, messaging, servers and crm applications), to store or transmit personal information and to provide services to us involving the use of personal information. Some personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may reside on a cloud service provider's server which may be situated outside Australia.

Where to find more information: If you would like more information about our privacy practices, including your rights under privacy law and the processes that we have in place to protect your personal information, please see our privacy policy at <https://www.aief.com.au/privacy>. Our privacy policy also contains details about how you can access and correct personal information we hold about you, how you can make a complaint and how we deal with complaints.

If at any time you do not want us to use your information to send you any further information, or have any need to contact us about our collection or use of the information, you or your family can always let us know by contacting our Executive Director on (02) 8373 8000 or info@aief.com.au

GENERAL INFORMATION AND USE OF PERSONAL INFORMATION COLLECTED THROUGH AIEF'S WEBSITE

When you use AIEF's website, you may choose to provide your name, email address or other personal details in order for us to:

- Respond to your queries about AIEF's work;
- Respond to your query about working for AIEF;
- Administer and acknowledge your contributions or donations; and
- To keep you informed about AIEF's activities and results and involved in AIEF's future.

Unless you have asked us not to, we will also send you further information and updates about AIEF. We generally use and disclose your personal information only for the purposes for which it was collected, unless otherwise required or authorised by law. For example, we may disclose personal information to our contractors or agents who help us with tasks such as mailing our reports or bulletins. When we collect personal information, we may sometimes also use it to help us to analyse how we can continue to fulfil our mission as effectively as possible.

If at any time you do not want us to use your personal information to send you any further information, you can always let us know by contacting our Chief Executive Officer through the contact details given below.

Administration of this website

When you visit this website, we may record anonymous information about your visit and log the following information for statistical purposes and to allow us to develop better online services:

- Your server address;
- Your operating system (for example Windows, Mac etc.);
- Your top level domain name (for example .com, .gov, .au, .uk etc.);
- The date and time of your visit to the site;
- The pages accessed and the documents downloaded;
- The previous site visited; and
- The type of browser used.
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This information is not specific to an individual and is used for system administration purposes, as well as statistical analysis. While anonymous information does not tell us anything about you specifically, it tells us about how you use our site.

Donations – Refund Policy

Any request for refund of contributions already donated to the Australian Indigenous Education Foundation (AIEF) by a donor will be considered and determined on a case by case basis. Refunds will be returned to the bank account originally debited.

When a request for a refund is received, an assessment of the reason given for the refund request will be undertaken by AIEF. The following reasons will usually be considered favourably:

- An error has been made by AIEF
- A donor's banking details are fraudulently obtained and used
- AIEF has received a donor's details in error
- A donor has previously requested that regular debits be cancelled, however the debits have continued

If it is agreed that a refund is to be made a donor will be refunded within five working days of the decision.

Cookies

Another type of anonymous information shared between your browser and our server is a cookie. A cookie is a small text file that a server places on your hard drive to identify that subsequent requests to a site have come from the same user.

AIEF may use cookies to 'remember' your browser between page visits. In this situation, the cookie identifies your browser, not you personally. AIEF may use cookies on this website to develop patterns of site usage.

Third party links

There are several places throughout this website that may link to other websites that do not operate under our privacy practices. When you link to other websites, our privacy practices no longer apply.

We encourage visitors to review each website's privacy policy before disclosing any personally identifiable information.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact our Executive Director on (02) 8373 8000 or info@aief.com.au. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, you may also complain to the Office of the Australian Information Commissioner on [1300 363 992](tel:1300363992), or by visiting www.oaic.gov.au.

Secure transmissions

While AIEF endeavours to provide a secure Internet environment, users should note that there are inherent risks associated with transmission of information via the Internet.

Access and correction

We will provide you with access to most personal information that we have about you, but sometimes that will not be possible, in which case we will tell you why. If you would like to access your information or to find out what information we have about you please contact our Executive Director at the contact details given below.

When you request access, we may need to take measures to verify your identity. If you think that any personal Information we hold about you is not accurate, complete or up to date, you may request us to correct that information. We will take reasonable steps to correct such personal information unless we disagree with you about whether the information is accurate, complete and up to date.