



## Association Policy Statement

Principle 1: TRANSFOLK OF WA INCORPORATED will manage personal information in an open and transparent way.

Principle 2: TRANSFOLK OF WA INCORPORATED will comply with the Australian Privacy Principles in the way it collects, holds, uses and discloses personal information.

## Background

1. As an incorporated charity, TRANSFOLK OF WA INCORPORATED must responsibly manage personal information, including through its compliance with the Australian Privacy Principles. TRANSFOLK OF WA INCORPORATED is also guided by its core values, including fairness, integrity, accountability and respect. TRANSFOLK OF WA INCORPORATED Privacy Policy therefore reflects both legal privacy requirements, as well as our core values. These two elements are captured in the two principles set out above. These principles underpin this policy and will guide the way that TRANSFOLK OF WA INCORPORATED staff implement this policy.

## About TRANSFOLK OF WA INCORPORATED

2. TRANSFOLK OF WA INCORPORATED is established as an incorporated association in Western Australia.

The objects of TRANSFOLK OF WA INCORPORATED Act are to:

- Provide a range of peer-led support and information services for gender diverse individuals and their families.
- Provide safe & inclusive spaces, social events and personal development opportunities for gender diverse people.
- Communicating & collaborating with a broad range of political, government & community based organisations to increase visibility and awareness of gender diversity and associated human rights issues.

3. TRANSFOLK OF WA INCORPORATED furthers these objects by:

- Providing Online & Face to Face Peer Support groups.
- Attending & creating events to promote visibility within the community.
- Improving public/corporate & government understanding through providing training sessions on gender diversity.
- Consulting with industry & government on fair practices with regards to gender diverse community.
- Working with state and territory governments (as well as individual federal, state and territory government agencies) to improve funding to & services for the gender diverse population.

## **What is personal information?**

4. Personal information is information or an opinion about an individual:

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

5. The APPs apply only to information about individuals.

6. If TRANSFOLK OF WA INCORPORATED does not collect personal information about you, the Privacy Act will not apply.

## Who should read this Privacy Policy?

7. You should read this Privacy Policy if you are:

- An individual whose personal information may be given to or held by TRANSFOLK OF WA INCORPORATED;
- A contractor, consultant or supplier or vendor of goods or services to TRANSFOLK OF WA INCORPORATED;
- A person seeking employment with TRANSFOLK OF WA INCORPORATED; or
- A person employed by TRANSFOLK OF WA INCORPORATED.

# TRANSFOLK OF WA INCORPORATED's personal information handling practices

## Collection of personal information

8. TRANSFOLK OF WA INCORPORATED will always endeavour to collect any required personal information from you directly. However sometimes we may ask for your personal information from your agent (i.e. a lawyer or an accountant) or from a third party. A common example will be where you are a responsible person for a business. As we are required to collect personal information including name and position of all responsible persons, another person acting on the authority of the business may supply your personal information to us.
9. In general, the personal information we collect is limited to details such as:
  - name
  - contact details (such as email, phone number, residential address)
  - date of birth
  - position held at charity or relationship with charity
  - cultural and language information.

10. In the course of conducting compliance investigations, we may collect other personal information about responsible persons, where that information is relevant to the matters under investigation.

## Common ways we collect and use personal information

### *At the membership stage*

11. When applying for membership, we will ask for personal information about you for our membership register.
12. We are required to collect this information under our Association Rules for inclusion on our membership register, this information is held by the Secretary & will not be forwarded on to any third parties without your approval.
13. This information will be held on our membership account with memberjungle.com & supporterhub.net

### *TRANSFOLK OF WA INCORPORATED Member Jungle & Supporterhub*

14. TRANSFOLK OF WA INCORPORATED uses Member Jungle & Supporterhub as a way for members to log in and update information we hold about them electronically. Updates to information can be made through TRANSFOLK OF WA INCORPORATED Member Portal. We may also use or disclose this information to otherwise administer TRANSFOLK OF WA INCORPORATED Act, and to promote the objects of this Act when authorised to do so.
15. If you forget your password to TRANSFOLK OF WA INCORPORATED Member Jungle or Supporterhub, we may need to ask you a series of security questions in order to verify your identity so that we can send you a new password. When you provide these details they are used for the password reset only and a new record of them is not saved or stored for later use.

You can make a correction or update to your membership information online via TRANSFOLK OF WA INCORPORATED Member Portal at: [https://transfolkwa.memberjungle.com/index.cfm?module=membership\\_v2](https://transfolkwa.memberjungle.com/index.cfm?module=membership_v2)

### *Advice Services/Access to Groups/Donations*

16. If you contact us for personal support or access to our Facebook groups, we will need to screen you appropriately. In doing this, we will need to ask some personal information particular to your situation. We will keep this information confidential. It may be shared where appropriate within the TransFolk Team to ensure delivery of support & adequate screening but will not be shared with any third parties.
17. If you make an online donation, your basic details will be stored on Givenow.com for the purposes of issuing a receipt for your tax deductible donation in accordance with the privacy policy on their page.
18. We may also disclose information we collect about you to other government agencies where you would ordinarily be required to provide that information to that other agency. Where reasonable, we will inform you of this fact at the time we collect the information. This is subject to the Privacy Act.
19. All Commonwealth government agencies and departments are subject to the Privacy Act. This means that they can only collect, store, use and disclose your information in accordance with the Privacy Act.

### *Research*

20. TRANSFOLK OF WA INCORPORATED produces research based on the information we collect. Whilst this research is based on information collected from members, it is de-identified and largely focuses on statistics and trends.
21. TRANSFOLK OF WA INCORPORATED also works with the research community to support research into not-for-profits and charities. This may include collaborating or assisting on research projects; identifying areas of research need; and building and strengthening links between researchers, the charitable sector and Australian government agencies. Usually, TRANSFOLK OF WA INCORPORATED will only disclose de-identified data or information that is lawfully publicly available to researchers. In some instances, TRANSFOLK OF WA INCORPORATED may disclose de-identifiable information. We will only do this where there is a contractual arrangement in place that ensures confidential handling of the information in accordance with TRANSFOLK OF WA INCORPORATED privacy provisions and the Privacy Act.

### *Consultations and education*

22. TRANSFOLK OF WA INCORPORATED conducts regular meetings with the sector and other stakeholders, and runs ad hoc consultation processes on specific issues. To enable the organisation of these events and processes, and to facilitate any required follow up enquiries, the name, workplace, and contact details of participants are voluntarily collected. This information may be shared amongst others attending the meeting or event, for example, when an invitation is sent or the minutes of a meeting are circulated.
23. TRANSFOLK OF WA INCORPORATED also conducts online education, such as webinars. Name, email address, business details and role descriptions are collected from participants in webinars, as well as an indication from the registrant as to whether they would like to be contacted in relation to future webinars. TRANSFOLK OF WA INCORPORATED uses this information to send a follow up email at the conclusion of the webinar with links to relevant resources and additional information, and to send information about future webinars where this is agreed to. Follow-up and other emails include easy unsubscribe options.

#### *Employee information*

24. When you commence employment with the TransFolk of WA Inc, we will collect the information we need from you for human resource purposes. This information is stored in an electronic database in our electronic payroll system with copies of items required by law to be sent to the ATO sent to the ATO. This information is kept confidential and only a select number of TRANSFOLK OF WA INCORPORATED human resource officers have access to the TransFolk of WA Incorporated payroll system.
25. In addition to the employee information held in the Payroll system, TRANSFOLK OF WA INCORPORATED managers may hold personal information about the staff reporting directly to them. This information may relate to matters such as health, leave requests, or an employee's performance, and must be handled in accordance with the TRANSFOLK OF WA INCORPORATED employment policies and procedures.
26. Employee information is kept confidential by TRANSFOLK OF WA INCORPORATED, and is used for employment related purposes only.

## **Use and disclosure of personal information**

27. Generally, we will only use or disclose your personal information for the purpose for which it was collected. We will notify you of that purpose at the time we collect the information.
28. We will only use and disclose your information where the use or disclosure is lawful.

*Disclosing personal information to overseas recipients*

29. The vast majority of personal information TRANSFOLK OF WA INCORPORATED collects is retained in Australia and will not be disclosed overseas by TRANSFOLK OF WA INCORPORATED.

*Accidental or unauthorised use or disclosure*

30. All TRANSFOLK OF WA INCORPORATED staff are made aware of their obligations to handle personal information in accordance with the Privacy Act. External service providers contracted by TRANSFOLK OF WA INCORPORATED are bound contractually to comply with the requirements of the Privacy Act.
31. Our practices and procedures are regularly reviewed to ensure ongoing compliance with the Privacy Act.
32. Where an accidental or unauthorised use or disclosure occurs, TRANSFOLK OF WA INCORPORATED will act quickly to rectify and remedy the situation. TRANSFOLK OF WA INCORPORATED will act swiftly to contain any potential breach and mitigate any harm that may be caused to an individual. TRANSFOLK OF WA INCORPORATED will notify the affected individual, as well as any appropriate third parties if there is a real risk of serious harm to the person as a result of a breach.

*Storage and data security*

33. We take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure. We do this by ensuring that:
  - Information that has been stored electronically or physically can in most instances only be accessed by select TRANSFOLK OF WA INCORPORATED board & staff.
  - Our internal network and databases are protected using firewall, intrusion detection and other technologies.
  - All TRANSFOLK OF WA INCORPORATED staff and service providers are made aware of their obligations under the Privacy Act during the induction stage of their employment.

# Access to and correction of personal information

## *Access to your personal information*

34. You have a right under APP 12 to access the personal information we hold about you.
35. There is no charge for making a request.
36. You can make a request for access to the personal information we hold about you by contacting us at [admin@transfolkofwa.org](mailto:admin@transfolkofwa.org), or PO Box 564 Mt Lawley WA 6929.
37. You will need to include the following details in your request:
  - That you are making a request for access to the personal information we hold about you under the Privacy Act.
  - Your full name, date of birth and contact details (phone number, address or email address that we will have on our systems). We ask for this information so that we can verify your identity.
  - An address (email or postal address) that you would like the information you have requested forwarded to.
  - A contact phone number so that we can speak with you if we need any further details regarding your request.
  - Any relevant details regarding the information you are requesting.
38. We will respond to your request within 30 calendar days from the date of receipt of the request.
39. Note that TRANSFOLK OF WA INCORPORATED may refuse to give access to personal information or refuse to give the information in the manner requested where we are required or authorised to refuse access under the *Freedom of Information Act 1982* (Cth) or another Act of the Commonwealth or a Norfolk Island enactment that provides for access by persons to documents.
40. If we make a decision to refuse to give access or refuse to give access in the manner you have requested we will send a written notice to the address you have provided to us, outlining our reasons for refusal (except to the extent that having regard to the grounds for the refusal, it would be unreasonable to do so).
41. We will also let you know the mechanisms available to you to complain about the refusal.



### *Correction of personal information*

42. You can make a request for us to correct personal information we hold about you where you believe that information is out of date, inaccurate, incomplete, irrelevant or misleading.
43. There is no charge for making the request.
44. You can make a correction to the personal information we hold about you by changing your details via the membership portal [https://transfolkwa.memberjungle.com/index.cfm?module=membership\\_](https://transfolkwa.memberjungle.com/index.cfm?module=membership_) You may also contact us at [admin@transfolkofwa.org](mailto:admin@transfolkofwa.org), or PO Box 564 Mt Lawley WA 6929 for assistance.

## **Anonymity and use of a pseudonym**

45. In some instances, you will have the right to not identify yourself or to use a pseudonym when dealing with TRANSFOLK OF WA INCORPORATED.
46. However, in some instances it will be impracticable for TRANSFOLK OF WA INCORPORATED to deal with you without identifying you. Alternatively, we may be required by law to deal with identified individuals, in which case there is no discretion to grant the right to anonymity or the use of a pseudonym.
47. The right to anonymity and the use of a pseudonym will be decided on a case by case basis in accordance with APP 2.

## **Data quality**

48. TRANSFOLK OF WA INCORPORATED is committed to monitoring, maintaining and improving the quality of our products and services.
49. In the event that we become aware that data we hold is inaccurate, out of date, misleading or incorrect, we will take proactive steps to correct the information.

# **TRANSFOLK OF WA INCORPORATED Membership Portal**

50. TRANSFOLK OF WA INCORPORATED Membership Portal allows you to view and make corrections and updates to information we hold about your membership.
51. TRANSFOLK OF WA INCORPORATED Membership Portal privacy notice on TRANSFOLK OF WA INCORPORATED Membership Portal contains privacy information specific to the TRANSFOLK OF WA INCORPORATED Membership Portal. Additional information is also provided within the portal.

## Email communication

52. We will generally use email to correspond with you where you have indicated that this is your preferred mode of communication.
53. However, there are risks to the security of information transmitted over the internet, including via email. In circumstances where we consider that the risks are unacceptable, having regard to the nature of the information to be communicated, we will use another method of communication.
54. You should also be aware of these risks when sending personal information to us via email. If this is a concern to you, then we encourage you to use other methods of communication with TRANSFOLK OF WA INCORPORATED such as post or phone.

## Complaints

### How to make a complaint

55. If you think TRANSFOLK OF WA INCORPORATED has breached your privacy rights, you may contact us by:

- Email: [admin@transfolkofwa.org](mailto:admin@transfolkofwa.org)
- Write to:

Transfolk of WA Inc  
PO Box 564  
Mt Lawley WA 6929

## **TRANSFOLK OF WA INCORPORATED's complaint handling procedure**

56. We will respond to your complaint within a reasonable time. This will usually be within 30 days. If for any reason we need additional time to provide a considered response to your complaint, we will contact you to explain the delay and let you know an expected timeframe.

### **How to make a complaint to the Federal Privacy Commissioner**

57. If you are not happy with the way TRANSFOLK OF WA INCORPORATED handles your privacy complaint, you may contact the Australian Privacy Commissioner.
58. You may also make a complaint directly to the Privacy Commissioner before contacting us. However, the Privacy Commissioner will generally recommend that you try to resolve your complaint by contacting us in the first instance.
59. You can contact the Privacy Commissioner by:
- Phone: 1300 363 992
  - Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)
  - Write to:  
The Privacy Commissioner  
The Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001

### **Updates to this privacy policy**

60. This policy will be reviewed biennially to ensure TRANSFOLK OF WA INCORPORATED's compliance with all relevant privacy laws and policies.

### **How to contact us**

90. Most updates or changes to your personal information can be done via TRANSFOLK OF WA INCORPORATED MembershipPortal:

[https://transfolkwa.memberjungle.com/index.cfm?module=membership\\_v2](https://transfolkwa.memberjungle.com/index.cfm?module=membership_v2)

91. If you have any questions about changes to your personal information, this Privacy Policy or you wish to make a complaint about a breach of your privacy you may contact TRANSFOLK OF WA INCORPORATED Advice Service

- Email: [admin@transfolkofwa.org](mailto:admin@transfolkofwa.org)
- Write to:

TransFolk of WA  
PO Box 564  
Mt Lawley WA 6929