

Fit to Drive Foundation Website Term and Conditions

Introduction

The Fit to Drive Foundation ("we," "our," or "us") is committed to safeguarding your privacy and ensuring the security of your personal information in compliance with the Privacy Act 1988 (Cth), the Notifiable Data Breaches (NDB) scheme, and all relevant Victorian and Federal Government privacy and data protection laws, including the Victorian Privacy and Data Protection Act 2014 (Vic). This policy outlines how we collect, use, disclose, and protect your personal information and provides details on your rights under Australian privacy laws. We respect your right to privacy and are dedicated to being transparent about our data handling practices. By using our website and engaging with our services, you consent to the collection, use, and disclosure of your personal information as outlined in this policy.

Compliance with Federal and Victorian Privacy Requirements

We ensure that our data collection and privacy practices align with:

- **Privacy Act 1988 (Cth)** – Governs how personal information is handled by organisations in Australia.
- **Notifiable Data Breaches (NDB) Scheme** – Requires organisations to notify affected individuals and the Office of the Australian Information Commissioner (OAIC) in case of serious data breaches.
- **Victorian Privacy and Data Protection Act 2014 (Vic)** – Covers data protection and information security for organisations operating in Victoria.
- **Health Records Act 2001 (Vic)** – If we collect health-related information, we comply with this Act, ensuring the security and privacy of health data.

What Personal Information Do We Collect?

We collect personal information that you voluntarily provide when interacting with our services or website. The types of personal information we may collect include:

- **Contact Information:** Your name, email address, phone number, and postal address.
- **Inquiry Details:** Any information related to your inquiries about our programs, events, or services.
- **Program Participation Information:** Details regarding your registration, attendance, and involvement in our workshops, programs, and events.
- **Technical Information:** Data such as your IP address, browser type, operating system, and details of website interactions, which help us improve user experience.

- **Marketing Preferences:** Your preferences regarding receiving promotional materials, including whether you have opted in or out of marketing communications.

We ensure that the collection of personal information is limited to what is necessary to fulfil our objectives and provide the best possible service to our users.

How Do We Use Your Personal Information?

Your personal information is used only for legitimate purposes, in accordance with applicable privacy laws. The key purposes for which we use your information include:

- **Responding to Enquiries:** To address your questions and provide customer support.
- **Facilitating Program Registrations:** To manage your enrolment and participation in our workshops and other educational initiatives.
- **Providing Updates on Services:** To send notifications about upcoming programs, changes to existing bookings, or important announcements.
- **Website Performance & Analytics:** To assess website usage trends and improve user experience through technical analysis.
- **Marketing & Promotional Communications:** Where you have provided explicit consent, we may send information about our programs, events, and promotions. You may opt out of these communications at any time.
- **Compliance with Legal Obligations:** To comply with regulatory and legal requirements, including tax and financial reporting obligations.

Disclosure of Your Personal Information

We do not sell, rent, or trade your personal information. However, we may disclose your information in the following circumstances:

- **Third-Party Service Providers:** We may engage trusted third parties to assist in IT services, website maintenance, payment processing, or marketing analytics. These service providers are contractually bound to comply with privacy regulations and only access information necessary for their functions.
- **Legal & Regulatory Compliance:** If required by law, we may disclose your personal information in compliance with court orders, government regulations, or law enforcement requests.
- **Business Operations:** In cases where we merge with or transfer operations to another not-for-profit organisation, your data may be shared in accordance with applicable privacy protections.

Data Security

We take reasonable steps to protect your personal information from unauthorised access, alteration, disclosure, or destruction. Security measures include:

- Encryption protocols to safeguard data in transit and at rest.
- Secure servers and firewalls to prevent unauthorised access.
- Regular security audits to ensure ongoing compliance with data protection standards.

While we implement stringent security measures, no method of online transmission or storage is completely secure. Users should take precautions when sharing personal information online.

Data Retention

Your personal information is retained only for as long as necessary to fulfil the purpose for which it was collected, unless a longer retention period is required by law (e.g., financial and tax reporting obligations). Once no longer needed, data is securely destroyed or anonymised.

Your Rights Under the Privacy Act

Under the Privacy Act and applicable Victorian laws, you have certain rights regarding your personal information, including:

- **Right to Access:** You can request a copy of the personal information we hold about you.
- **Right to Correction:** You can request that we correct any inaccurate or incomplete personal information.
- **Right to Erasure:** You may request the deletion of your personal data, subject to any legal obligations requiring retention.
- **Right to Restrict Processing:** You may request that we limit how we process your personal information.
- **Right to Withdraw Consent:** If you have provided consent for marketing communications, you may withdraw it at any time.

To exercise any of these rights, please contact us at admin@fittodrive.org.au.

Notifiable Data Breaches

In accordance with the Notifiable Data Breaches (NDB) scheme, if a data breach occurs that is likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as soon as practicable. Notifications will include recommendations on steps individuals can take to protect themselves and information about measures taken to mitigate further risks.

Use of Cookies

Our website uses cookies to enhance your experience. A cookie is a small text file stored on your device when you visit a website. We use cookies for the following purposes:

- **Functionality:** To remember your preferences and settings to enhance your browsing experience.
- **Analytics:** To analyse website traffic and understand how visitors interact with our site to improve our content and services.
- **Marketing:** To track the effectiveness of promotional campaigns and tailor marketing efforts.

By using our website, you consent to our use of cookies as described in this policy. If you prefer, you can configure your browser to refuse cookies or alert you when cookies are being used. However, please note that certain parts of the website may not function properly without cookies.

You can manage cookie settings directly through your web browser settings. For more information about how to manage cookies, please visit www.aboutcookies.org.

Children's Privacy Policy

We do not knowingly collect or solicit personal information from anyone under the age of 13. If we learn that we have collected personal information from a child under 13 without verification of parental consent, we will delete that information as quickly as possible.

If you are a parent or guardian and believe that we have collected personal information from a child under the age of 13, please contact us immediately at admin@fittodrive.org.au and we will take steps to remove such information from our records.

Complaints Process

If you believe that we have violated your privacy rights or if you have any concerns about how your personal information is being handled, you have the right to lodge a complaint with us. To submit a privacy complaint, please contact us at admin@fittodrive.org.au. We will aim to resolve your complaint as promptly as possible.

If you are not satisfied with our response or if you wish to escalate the matter, you can lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**:

- **Website:** www.oaic.gov.au
- **Phone:** 1300 363 992
- **Email:** enquiries@oaic.gov.au

Changes to This Privacy Policy

We may update this privacy policy from time to time to reflect legal changes or improvements to our privacy practices. The latest version will always be available on our website, and we encourage users to review it periodically.

Contact Us

If you have any questions about this Privacy Policy or wish to exercise your privacy rights, please contact us at:

- Fit to Drive Foundation
- GPO Box 2893, Melbourne 3001
- admin@fittodrive.org.au