

Privacy Policy for Social Enterprise Australia



At Social Enterprise Australia Ltd, we are committed to protecting the privacy and confidentiality of our members, partners, volunteers, staff, customers, and all users who engage in our activities and services for the purpose of carrying out our governance and management responsibilities. All persons associated with Social Enterprise Australia Ltd shall collect, use, disclose, and protect information and personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

1. Collection of personal information

We only collect personal information that is necessary for us to operate as a business and to provide our services and activities to the sector. The types of personal information we collect may include your name, contact details, organisation, interests, and other information relevant to your interaction with us. We may collect personal information through various means, including:

- When you register as a member of Social Enterprise Australia Ltd
- When you participate in our consultations, events, programs, surveys or other activities
- When you make a payment to us
- When you visit and use our website and social media platforms
- When you contact us by phone, email, or other means.

2. Use of personal information

We use personal information for the primary purpose for which it was collected or for a related secondary purpose that is within your reasonable expectations. The primary purposes for which we may use personal information include:

- To comply with our legal obligations and to exercise our rights under the law
- To carry out our governance and management responsibilities
- To communicate with you and provide you with our services and activities
- To process your membership, payment or engagement
- To provide you with information about our consultations, events, programs, and activities
- To conduct research, surveys, and analysis to improve our services and activities

3. Disclosure of personal information

We may disclose personal information to third parties in the course of providing our services and activities or for a related secondary purpose. The third parties to whom we may disclose personal information may include:

- Regulatory bodies and authorities as required by law
- Our partners and sponsors who support our activities and events
- Our service providers, such as IT service providers, payment processors, and marketing / event management companies

4. Security of personal information

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. We maintain physical, electronic, and procedural safeguards to protect personal information, and we regularly review and update our security measures including but not limited to our data breach protocol.

5. Access and Correction of Personal Information

You have the right to access and correct personal information we hold about you, subject to some exceptions. To request access or correction of your personal information, please contact us at hello@socialenterpriseaustralia.org.au and we will aim to get back to you within 5 working days.

6. Changes to this Privacy Policy

We may change this Privacy Policy from time to time. We encourage you to check this Policy regularly for any updates.

7. Contact Us

If you have any questions or concerns about our Privacy Policy or our use of your personal information, please contact us at hello@socialenterpriseaustralia.org.au

Policy review and version tracking			
Responsible	Date updated	Date reviewed	Approved by
COO	17 February 2023	22 February 2023	Board

Next review date: 22 February 2025

Appendix A: Website, privacy policy

At Social Enterprise Australia Ltd, we are committed to protecting your privacy and the confidentiality of your personal information. This privacy policy outlines how we collect, use, and protect your personal information when you visit our website (socialenterpriseaustralia.org.au). By accessing or using our website, you agree to the terms of this privacy policy.

Information we collect

When you visit our website, we may collect certain information about you, such as your name, email address, and other personal information. We may also collect information about your browsing activity on our website, including the pages you visit, the links you click, and other actions you take while on our site.

How we use your information

We may use your personal information to provide you with the products and services you have requested, to send you promotional and marketing materials, and to respond to your inquiries and support requests. We may also use your information to improve our website and to personalize your user experience.

How we protect your information

We take the security of your personal information seriously and have implemented reasonable measures to protect it from unauthorized access, use, or disclosure. We also limit access to your personal information to only those employees and contractors who need to know it in order to provide you with our products and services.

How long we retain your data

Your data will be retained in our database indefinitely until such time as you request this data be removed. Please note, unsubscribing from our communications does not remove your information from our system.

What rights you have over your data

If you have left comments on this site, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Third-party disclosure

We may disclose your personal information to third-party service providers who help us operate our website and provide you with our products and services. We may also disclose your information as required by law or to comply with legal process.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website. These websites may collect data about you, use cookies, embed additional third-party

tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

Cookies and tracking technologies

Our website may use cookies and other tracking technologies to collect information about your browsing activity. These technologies help us to understand how users interact with our site and to provide you with a better user experience. You can choose to disable cookies in your web browser settings, but this may affect your ability to use some features of our website.

Changes to this privacy policy

We may update this privacy policy from time to time to reflect changes in our practices or to comply with legal requirements. We encourage you to review this policy periodically to stay informed about how we are protecting your privacy.

Security

The security of your personal information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Data breach policy

A data breach is defined as the unauthorised access, use, disclosure, or loss of personal data. If we become aware of a data breach, we will take immediate steps to contain the breach, evaluate the scope and impact of the incident, and take appropriate remedial action. This may include notifying affected individuals and authorities, such as the Office of the Australian Information Commissioner. We will also take steps to prevent similar breaches from occurring in the future, such as reviewing and updating our data breach protocol, conducting staff training, and implementing additional security measures. We will be transparent about any data breaches that occur and will keep affected individuals informed throughout the process.

Analytics

This site uses Google Analytics and will track general activity across the site, including link clicks, page visits and time spent on page. Google Analytics does not save users specific information. For more information about Google Analytics please see [Google's Privacy Policy](#).

Contact us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at hello@socialenterpriseaustralia.org.au; we will endeavour to reply within 72 hours.

Appendix B: Data breach protocol

At Social Enterprise Australia Ltd, we understand that a data breach can be a stressful and concerning experience for affected individuals. That's why we have a data breach protocol in place to respond quickly and effectively to any breaches that may occur.

The protocol includes the following steps:

1. Contain the breach: We will take immediate steps to contain the breach and prevent any further unauthorised access, use, disclosure, or loss of personal data.
2. Assess the breach: We will evaluate the scope and impact of the breach, including the types of personal data that may have been affected, the number of individuals impacted, and the potential harm that may result.
3. Notify affected individuals: If the breach is likely to result in harm to affected individuals, we will notify them as soon as possible. The notification will include a description of the breach, the types of personal data that may have been impacted, and the steps individuals can take to protect themselves.
4. Notify authorities: If the breach is likely to result in serious harm, we will notify the Office of the Australian Information Commissioner as soon as possible.
5. Investigate the breach: We will conduct a thorough investigation to determine the root cause of the breach, identify any vulnerabilities in our data governance processes, and take steps to prevent similar breaches from occurring in the future.
6. Review and update our data governance policies: We will review and update our data governance policies and procedures to ensure we are meeting our obligations and responsibilities with respect to privacy and data protection.

We understand the importance of providing affected individuals with the support and resources they need during this difficult time. We will provide guidance on the steps they can take to protect themselves, and will be available to answer any questions or concerns they may have.

At Social Enterprise Australia Ltd, we are committed to being transparent about any data breaches that may occur, and we will keep affected individuals informed throughout the process. If you believe that your personal information has been compromised in a data breach, please contact us immediately at hello@socialenterpriseaustralia.org.au so that we can take appropriate action to address the issue and provide you with the support and resources you need.