



Healesville Community Renewable Energy Inc

Person06 - Privacy Policy

Policy Id	Person06	Version	02
Policy Type	Person	Subject	Privacy
Approved	August 2025	Scheduled review	August 2028

1 Introduction

An organisation must have a clearly expressed and up-to-date policy about the management of personal information by the organisation (Ref: Privacy Act 1988, Schedule 1 - Australian Privacy Principles - <https://www.oaic.gov.au/privacy/australian-privacy-principles>).

If a website or application collects and/or uses information from users for a benefit, service or advantage, then Australian law **requires** the owner of the website or application to have a privacy policy which explains how users' information is going to be collected, stored and used.

2 Purpose

This Privacy Policy sets out principles of how Healesville CoRE adheres to the Australian Privacy Principles (See appendix A). It describes the types of information that Healesville CoRE collects, why this is done, how the information is kept secure, how to access and correct the information, and how to make a privacy complaint.

3 Policy

- 1) A Healesville CoRE member is a person or organisation who has been formally accepted as a member by the Central Committee and has agreed to abide by the Healesville CoRE Association Rules which are available for public view on the internet
- 2) Healesville CoRE collects and stores personal information that may include for each member:
 - Title, first name, middle name, last name, suffix
 - Contact telephone numbers
 - Current employer, job title
 - Email address
 - Postal address
- 3) Healesville CoRE may store information for members and non-members for initiatives (such as Solar Panels and Battery Offer, Home Energy Efficiency Reporting, Solar Hot Water, etc.), for attendances at events and donations to Healesville 'CoRE.
- 4) An individual, or an authorised representative of the individual, provides personal information by lawful and fair means to Healesville CoRE
- 5) Healesville CoRE takes steps as are reasonable in the circumstances to ensure that the personal information collected is accurate, up-to-date and complete.
- 6) Healesville CoRE prefers that parental consent be provided if a minor requests membership of the organisation.
- 7) A member may request details of personal information that Healesville CoRE holds for themselves. Healesville CoRE enables a member to change their personal information when they request this. There is an option for this communication on the [Healesville CoRE contact page](#).
- 8) Healesville CoRE provides communication capability to the organisation by use of an easy to use [Contact Page](#) on their website.
- 9) Individuals must have the option of not identifying themselves, or of using a pseudonym, when dealing with Healesville CoRE in relation to a particular matter.
- 10) The personal information is held electronically on the organisation's Customer Relationship Management system called CiviCRM. Access to the CRM system is restricted to the

organisation management team members and supporting roles as listed in the Central Committee Structure document (Management01). Each person's access is password protected.

- 11) The personal information is used for information distribution to members. This information distribution is usually a regular newsletter sent to the members by email. The information distribution includes an email of the Annual Report. The information distribution may include sporadic information about an article of interest or request from the members to volunteer for work needed by the organisation.
- 12) A member is given the option on every newsletter to unsubscribe if they no longer wish to receive that correspondence.
- 13) Personal details that are stored by Healesville CoRE in the CRM are not shared to any third party or any external entity, without permission for that specific sharing, from the member.
- 14) Healesville CoRE uses standard WordPress cookies to improve website functions for visitors and to better understand how the public is using the website. Healesville CoRE uses tools such as Google Analytics to aggregate this information. The information is available only to website authors who require this information to perform their duties. It is retained only for as long as needed for analysis purposes. Healesville CoRE does not share any data collected from cookies.
- 15) Healesville CoRE uses functionality in its CRM (CiviCRM) to record delivery success of each email sent and the date and time of every read of the email. Email bounces and unsubscribes are also recorded.
- 16) Healesville CoRE may link to other third-party websites. The privacy provided on those third-party websites that are not a part of the Healesville CoRE domain, may not be the same as the privacy policy described here.
- 17) This Privacy Policy is available free of charge, to a member or body that requests a copy. The copy will be in PDF format. If the requester would like the policy in a different form, Healesville CoRE will take reasonable steps to give the person or body a copy in that form.

4 Related Documents

Australian Commonwealth Privacy Act 1988

Australian Commonwealth Privacy Amendment (Enhancing Privacy Protection) Act 2012

Communications03 - Website

Management01 - Central Committee Structure

Australian Privacy Principles

(Schedule 1 - Privacy Act 1988; page 328)

Australian Privacy Principle 1—open and transparent management of personal information

Australian Privacy Principle 2—anonymity and pseudonymity

Australian Privacy Principle 3—collection of solicited personal information

Australian Privacy Principle 4—dealing with unsolicited personal information

Australian Privacy Principle 5—notification of the collection of personal information

Australian Privacy Principle 6—use or disclosure of personal information

Australian Privacy Principle 7—direct marketing

Australian Privacy Principle 8—cross-border disclosure of personal information

Australian Privacy Principle 9—adoption, use or disclosure of government related identifiers

Australian Privacy Principle 10—quality of personal information

Australian Privacy Principle 11—security of personal information

Australian Privacy Principle 12—access to personal information

Australian Privacy Principle 13—correction of personal information