



Effective Date: 27-02-2020

## About Us

In this policy, “we”, “us” and “our” means Westpac Community Limited as trustee for Westpac Community Trust (**Westpac Foundation** ABN 53 265 036 982).

At the Westpac Foundation, the privacy and security of your personal information is very important to us. Earning and maintaining your trust by carefully and respectfully managing your personal information is paramount.

We are bound by the *Privacy Act 1988* (Cth) (**Privacy Act**) and must protect your personal information according to the Privacy Act and other applicable laws (**Privacy Laws**).

## For individuals located in the European Union

From 25 May 2018, the General Data Protection Regulation (**GDPR**) regulates the processing of personal information under European Union (**EU**) law. The GDPR aims to protect the information relating to individuals in the EU and harmonise data protection laws across EU Member States.

Our collection, use, disclosure and processing of your personal information is regulated by the GDPR if:

- we offer services to you whilst you are located in the EU; or
- we monitor your behaviour whilst you are located in the EU.

Please refer to our *EU Data Protection Policy* on our website [link](#) for information about how we manage your personal information under the GDPR.

## About this policy and your privacy

This Privacy Policy contains important information about how we collect, hold, use and disclose your ‘personal information’, as well as ensure the quality, integrity and security of your personal information under applicable Privacy Laws.

## What is personal information?

Personal information includes any information or opinion, about an identified individual or an individual who can be reasonably identified from that information. The information or opinion will still be personal information whether it is true or not and regardless of whether we have kept a record of it. Some examples of personal information may include your:

- name;
- mailing or residential address details;
- contact details such as telephone numbers, email address, social media platform username;
- government issued identifiers such as Tax File Number, Medicare number or Driver’s License number;
- bank account and credit card details;
- credit history, credit capacity, ability to be provided with credit or credit worthiness;
- photograph, video or audio recording; and
- sensitive information such as information relating to your health, biometric data, criminal history, racial or ethnic origin.

## What information do we collect and hold about you?

We may collect the following kinds of personal information about you:

- name;

- contact details such as telephone numbers and email address;
- photographs or video or audio recordings;
- details of your visits to our website (e.g. date and time of your visits, pages viewed, how you navigate through and interact with the site, previous sites visited, location information, information about the device used to visit our website and IP addresses);
- if your application is in relation to a hardship grant, we may collect copies of doctor's reports, Centrelink statements, private health insurance information, medical and home maintenance receipts, pharmacy expenses, hospital or special receipts.

As a general rule, we do not collect 'sensitive information', a special type of personal information under Privacy Laws, about you. However, in circumstances where we require sensitive information from you for a lawful purpose, we will seek your consent to collect it. Generally, we only collect this sort of information if it is reasonably necessary to provide you with a service and you expressly consent to our collection. For example, if your application in relation to a hardship grant, we may collect information about a medical diagnosis and prognosis related information to assist in the assessment of your application.

If you do not provide the personal information we reasonably request, we may be unable to assess your Grant application, accept your nomination, engage you as a volunteer for the Westpac Foundation or facilitate access to the full functionality of our website (as relevant).

### **How and why we collect your personal information?**

We will only collect, hold, use and disclose your personal information as reasonably necessary for the purposes which are relevant to the Westpac Foundation and as permitted by law.

Generally, when we collect your personal information it is because you are:

- an applicant for a Westpac Foundation Grant (Applicant);
- an individual who has nominated the Applicant (Nominator);
- a referee nominated by the Applicant (Referee);
- a community partner of the Westpac Foundation;
- a volunteer, mentor, ambassador or board observer involved with the Westpac Foundation;
- an attendee of a Westpac Foundation event; or
- a visitor to the Westpac Foundation website.

We usually collect your personal information directly from you. However, in some circumstances we may also collect information from third parties or organisations. We collect this information from:

- Westpac Group Ltd (ABN 33 007 457 141) and related entities;
- publicly available sources of information, such as public registers;
- your representatives (including your legal adviser, executor, administrator, guardian, trustee or attorney);
- other organisations, who jointly with us, provide products or services to you;
- partner organisations;
- social media platforms if you publicly comment or send us a private message (but we will never ask you to give us personal information publicly over Facebook, Twitter or any other social media platform that we use);
- digital tracking tools such as cookies;
- third party websites, applications or platforms containing interactive Westpac Group content or that interface with our own websites and applications.

### **Cookies - how we use them to collect your personal information**

We use technology called cookies when you visit our site. Cookies are small pieces of information stored in your hard drive or in memory. They can record information about your visit to the website, allowing it to remember you the next time you visit and provide a more meaningful experience. One of the reasons for using cookies is to offer you increased security. The cookies we send to your computer cannot read your hard drive, obtain any information from your browser or command your computer to perform any action. They are designed so that they cannot be sent to another site, or be retrieved from any non-Westpac Group site.

### **How we use your personal information**

We collect and use your personal information for the following purposes:

- processing applications/nominations and selecting Westpac Foundation Grant recipients;
- managing Westpac Foundation Grant applications, nominations and Grants (including support provided under the Grants);
- promoting the Westpac Foundation and those business organisations that we fund, including issuing media releases at the time Grants are announced and ongoing promotional activity (which may, by reference, include the names of the team members, photographic or video images of individuals associated with the Grant and current and future details in relation to the individuals involved in or benefiting from programs that are being funded);
- publishing information in our Annual Report such as the details and outcomes of various Grant programs;
- updating our records and keeping your information up to date;
- using your photographic or video image and name on the Westpac Foundation or Westpac's website and in publications which may include but are not limited to newspapers, catalogues, video collages, newsletters and advertising material;
- engaging, or assisting successful Applicants to engage, with service providers, contractors, suppliers, other foundations and other potential funders that may be necessary for, or provide opportunities for organisations or individuals that are being funded;
- engaging volunteers for the Westpac Foundation;
- enabling you to use the full functionality of our website; and
- complying with various Australian laws which may either expressly, or in effect, require the Westpac Foundation to collect your personal information.

### **Personal Information we don't request**

If we receive personal information about you that we do not request directly from you or from another party, we will decide whether we could have collected the information in accordance with this Privacy Policy and applicable Privacy Laws.

If we decide that we could have collected the information in accordance with this Privacy Policy and applicable Privacy Laws, we will keep the information and handle it in accordance with this Privacy Policy and applicable Privacy Laws.

If we decide that we could not have collected the personal information in accordance with this Privacy Policy and applicable Privacy Laws, we will destroy or de-identify the information if it is lawful and reasonable to do so.

### **Links to other websites**

Our site may provide links to third party websites. Westpac Banking Corporation and the Westpac Foundation are not responsible for the conduct of sites which are not operated by Westpac Banking Corporation or the Westpac Foundation.

### **How we share your personal information with third parties**

We may disclose or share your personal information with various third parties but only for the purposes listed above or as otherwise permitted by the Privacy Laws. Such disclosures may be made to:

- our contracted service providers and organisations associated with the Westpac Foundation's purposes, including Westpac Banking Corporation and its related entities;
- persons involved in the assessment of nominations or applications, such as members of the Westpac Community Board, Risk and Finance reviewers, Westpac employees assisting with the assessment and selection process;
- persons involved in the establishment and maintenance of our programs involving the provision of non-financial support (e.g. volunteer and pro bono support);
- service providers, such as travel consultants, insurance providers, information providers, media agencies, event organisers, advisors and agents;
- Australian and foreign law enforcement agencies, bodies, authorities and courts;
- other persons that we need to deal with in assessing an application, nomination or reference, application to be a volunteer, awarding a Grant or volunteer role with the Westpac Foundation or otherwise in connection with a study/research plan, such as referees, community representatives medical providers or insurers; and

- other persons and entities as permitted under Privacy Laws.

## **How we store and protect your personal information**

Your personal information may be processed or stored on third party computer systems, databases and/or servers which will be located in Australia.

Your personal information may be stored in hard copy documents or in electronic form in our computer systems. We use a range of physical, electronic and other security measures to protect the security, confidentiality and integrity of the personal information we hold both in Australia and overseas. For example:

- access to information systems is controlled through identity and access management controls;
- employees and our contracted service providers are bound by internal information security policies and are required to keep information secure;
- all employees are required to complete training about information security; and
- we regularly monitor and review our compliance with internal policies and industry best practice.

Unfortunately, no data transmission over the Internet or data storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you have with us has been compromised), please immediately notify us of the problem by contacting us (see *Contact Us* section below).

As required by Privacy Laws, we will take reasonable steps to destroy or permanently de-identify any personal information that is no longer required for a permitted purpose.

## **How you can access or correct your personal information**

As required by Privacy Laws, we will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up-to-date and relevant to our dealings with you and the nature of our relationship with you.

Subject to certain legal exceptions you have a right to request access to, or correction of, the personal information that we, or our contracted service providers, hold about you. If we refuse your request to access or correct your personal information, we will also provide you with information on how you can complain about the refusal.

If you would like to request access to or correction of your personal information, please contact us in writing or by email at the address provided below.

## **Resolving your privacy concerns and complaints – your rights**

If you have a question or complaint about how your personal information is being handled by the Westpac Foundation, our affiliates or contracted service providers, please contact us first by using the contact details provided below.

We will acknowledge your complaint as soon as we can after receipt of your complaint. We will let you know if we need any further information from you to resolve your complaint.

We aim to resolve complaints as quickly as possible. We strive to resolve complaints within five (5) business days but some complaints may take longer to resolve. If your complaint is taking longer, we will let you know what is happening and a date by which you can reasonably expect a response.

Under the Privacy Act you may also complain to the Office of the Australian Information Commissioner (**OAIC**) about the way we handle your personal information. The Commissioner can be contacted at:

GPO Box 5218  
Sydney NSW 2001  
Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Online: [www.oaic.gov.au](http://www.oaic.gov.au)

If you are based within the European Union and would like further information, or if you disagree with the way in which we are handling your personal information, you can contact the Information Commissioner's Office (ICO). The ICO can be contacted at:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Phone: 0303 123 1113  
Online: [ico.org.uk/concerns/](http://ico.org.uk/concerns/)

## Contact Us

If you wish to **contact us** about how we handle your personal information or this Privacy Policy, please use the contact details below:

*The Privacy Officer - Westpac Foundation, Westpac Place, 275 Kent Street, Sydney, NSW 2000 in writing or send an email to [westpacfoundation@westpac.com.au](mailto:westpacfoundation@westpac.com.au)*

We may change the way we handle personal information from time to time for any reason. If we do so, we will update this Privacy Policy. An up-to-date version of the Privacy Policy is available on the Westpac Foundation's website.