

Sunnyfield Privacy Policy

At Sunnyfield, we are committed to protecting the privacy of all individuals who interact with our organisation, ensuring compliance with all relevant legal obligations.

We adhere to the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and other relevant Australian laws, which govern how organisations collect, use, disclose and store personal information, as well as how individuals may access, and correct the personal information held about them.

This Privacy Policy outlines how we manage personal information, including its collection, use, storage, and disclosure. It also provides guidance on how individuals can access, correct, and manage their personal information.

Scope

This Policy applies to all individuals who interact with Sunnyfield, including clients and their representatives, staff, volunteers, contractors, corporate partners, donors, and members of the public.

By providing personal information to us, individuals consent to the terms of this Privacy Policy. Individuals have the option to opt out at any time.

If individuals choose not to provide personal information, it may affect their ability to use our website or access certain products and services.

The terms in the Privacy Policy have the same meaning as those defined in the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Personal Information

1.1 What is Personal Information

Personal information is defined as ‘information or an opinion about an identifiable individual, or an individual who is reasonably identifiable whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not’.

Personal information includes a wide range of data, such as:

- An individual’s name, signature, address, phone number or date of birth.
- [Sensitive information](#).
- Health information.
- [Financial information](#).

- Employee record information.
- Photographs.
- Internet protocol (IP) addresses.
- Location information from a mobile device (as it can reveal user activity patterns and habits).¹

2. Collection, Use and Disclosure of Personal Information

2.1 Why Personal Information is Collected, Used, Held and Disclosed

To fulfill Sunnyfield's functions and activities of providing support and services to people with disabilities, we collect, use, hold, and disclose personal information that is reasonably necessary to achieve these purposes

2.2 How Personal Information is Collected

Sunnyfield collects personal information by lawful and fair means, typically directly from the individual concerned. However, there are instances where we may need to collect personal information from a third party or a publicly available source. In such situations, where practicable, we will inform individuals about how, when and from where their personal information was collected.

2.3 Notification of Collection

At the point of collecting personal information, Sunnyfield will take reasonable steps, as appropriate based on the circumstances, to notify the individuals of the following matters:

- Sunnyfield's identity and contact details.
- The facts and circumstances of the collection.
- Whether the collection is required or authorised by the law.
- The purpose of the collection.
- The consequences if personal information is not collected.
- Sunnyfield's usual practices regarding the disclosure of personal information.
- Information about Sunnyfield's Privacy Policy.

2.4 Unsolicited Personal Information

When Sunnyfield receives personal information that it has not taken active steps to collect, it will, within a reasonable period, decide whether such information could have been collected legitimately. If the information could not have been solicited, it will be

[¹ <https://www.oaic.gov.au/privacy/your-privacy-rights/your-personal-information/what-is-personal-information>]

destroyed or de-identified, unless doing so would be unlawful or unreasonable. Sunnyfield may retain the unsolicited personal information if it is determined that the personal information could have been collected as it is reasonably necessary for one or more of Sunnyfield's functions or activities.

2.5 Use and Disclosure of Personal Information for Secondary Purpose

Sunnyfield uses and discloses personal information only for the purposes for which it was collected or for a secondary purpose if one of the following exemptions applies:

- **Consent:** The individual has consented to secondary use or disclosure.
- **Regulatory Requirements:** It is required to be provided to regulatory authorities, such as the NDIS Quality & Safeguards Commission.
- **Legal Permissions:** It is permitted by Australian laws, for instance, if the disclosure is necessary for law enforcement or allowed for information sharing purposes.
- **Health Situations:** A permitted health situation exists in relation to the secondary use or disclosure.
- **Serious Threat:** Disclosure of the information will prevent or lessen a serious and imminent threat to somebody's life or health.
- **Reasonable Expectations:** The individual would reasonably expect Sunnyfield to use or disclose their personal information for the secondary purpose, and that purpose is related to the primary purpose of collection or, in the case of sensitive information, directly related to the primary purpose.
- **General Situations:** A permitted general situation exists in relation to the secondary use or disclosure.

In circumstances where it is reasonably expected, Sunnyfield shares personal information with third parties to enable us to fulfill our functions or activities. Third parties include, but are not limited to:

- Health care professionals.
- Suppliers of healthcare products and services.
- Lawyers.
- Information technology support service providers.
- Financial institutions.
- Parties involved in charitable fund raisings (such as charitable donors or fund raising providers).

- Volunteers (such as individuals that gratuitously give their time and service to help Sunnyfield clients).
- Other not-for-profits.
- Other disability service providers.
- Professional advisers and consultants.
- Insurers.
- Government and regulatory authorities.
- Auditor and accountants.
- Marketing and communication service providers.
- Emergency services.

We note that some third parties may store data outside of Australia particularly for software systems for data storage. When we engage with these third parties, we take reasonable steps to ensure their privacy practices align with the standards expected by both our organisation and the wider community.

3. Quality and Security of Personal Information

3.1 Quality of Personal Information

Sunnyfield takes reasonable steps to ensure the personal information we collect, use and disclose is accurate, up to date, complete, relevant and not misleading for the purpose for which it is held. Sunnyfield in part rely on individuals to inform us when their personal information changes.

3.2 Security of Personal Information

Sunnyfield takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, and disclosure. Our security measures include:

- Password protection for electronic files.
- Securing physical documents.
- Implementing role based access restrictions and controls.
- Storing personal data on cloud based infrastructure located within Australia.

Sunnyfield adheres to the protocols for maintenance and storage of personal information in State and Federal legislation and in specific funding agreements between Sunnyfield and State and Federal agencies and regulators, such as the NDIA.

3.3 Data Retention and Destruction

Sunnyfield retains personal information only for the period necessary to fulfill our functions or activities. Information that is no longer needed is either destroyed or de-identified, unless retention is required by Australian law, for investigation purposes, by a court or tribunal order, or in accordance with information retention and archiving laws.

3.4 Compliance and Data Breach Response

Sunnyfield complies with the Notifiable Data Breach Scheme, reporting to the Office of the Australian Information Commissioner (OAIC) as required by the Privacy Act 1988 (Cth).

4. Accessing, Correcting and Controlling Personal Information

4.1 Access and Correction of Personal Information

Individuals have the right to request access to or correction of their personal information held by Sunnyfield.

If you wish to access your personal information or believe the information, we hold about you is incorrect, please contact us using the details provided in the Privacy Complaints and Concerns section below. We will respond to access and correction requests within a reasonable time, usually within 30 days.

4.2 Controlling Personal Information

Providing personal information to Sunnyfield is optional. Individuals have the right to withdraw or amend their consent at any time. They can also interact with Sunnyfield anonymously or use a pseudonym. However, withdrawing or amending consent, or choosing to remain anonymous or use a pseudonym, may affect our ability to provide services or fully engage with you.

For inquiries, to withdraw, or amend consent, please contact us using contact details listed in the Privacy Complaints and Concerns section below.

5. Marketing Activities and Opting Out

5.1 Sunnyfield Marketing Activities

Sunnyfield may use the personal information we collect for various marketing activities, including direct marketing, to promote our services and other initiatives.



From time to time, we may contact you for responses to questionnaires, surveys or market research or to seek feedback on Sunnyfield services. Providing this information is up to you; there is no obligation to do so.

5.2 Marketing to Sunnyfield Charitable Donors

Sunnyfield may occasionally participate in data sharing usually referred to as 'list swapping', where we share personal information (excluding sensitive information) with like-minded third parties. These third parties may contact you with information that might be of interest to you. You can 'opt out' of this data sharing at the time we collect your personal information.

Sunnyfield may also collect personal information (excluding sensitive information) from third parties for direct marketing purposes. If Sunnyfield receives donor information to undertake charitable fund raisings from a third party and the donor makes inquiries with us, we will, where practicable, inform the donor of the information source and obtain their consent to continue contacting them.

Sharing donor information with like-minded organisations helps us reach potential charitable donors with relevant information about our services and ways to support our values and purpose.

5.3 Opting Out

You can opt out of Sunnyfield's marketing activities at any time, including direct marketing communications and the sharing of your personal information with third parties. To unsubscribe, simply contact us at marketing@sunnyfield.org.au or use the contact methods provided in our communications issued by us.

6. Website Use

Individuals can browse the Sunnyfield website without sharing personal information. Should an individual make an enquiry, we will request personal information to respond to the enquiry and may then track user activity.

We may use cookies on our website. Cookies are text files placed in your computer's browser to store your preferences. By themselves, cookies do not provide us with your email address or other personally identifiable information. However, once you choose to furnish the website with personally identifiable information, this information may be linked to the data stored in the cookie.

We may also use web beacons on our website. Web beacons, or clear GIFs, are small pieces of code placed on a web page to monitor visitor behaviour and collect data. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page.

Our website may include links to external websites that are outside our control. While

we strive to recommend trustworthy resources, we cannot be responsible for the protection and privacy of any information you provide on these external sites.



7. Privacy Complaints, Concerns and Contact Information

7.1 Privacy Complaints and Concerns

- Privacy complaints and concerns are treated with importance, confidentiality, and promptness.
- Individuals can make a privacy complaint, withdraw/opt-out, or amend their consent at any time.
- Communications regarding privacy breaches or concerns will be directed to the Privacy Officer.
- All requests will be addressed within a reasonable time frame (usually 30 days). Responses will be provided in writing where appropriate, detailing the outcome, steps taken to remedy any breach, and any other actions taken or planned.

7.2 Dissatisfied with the Outcome

- Complaints usually should first be made to Sunnyfield and should be given a reasonable time (usually 30 days) to respond.
- If individuals are dissatisfied with the outcome of their complaint to Sunnyfield, they can escalate the complaint to OAIC.
- The OAIC can be contacted by calling 1300 363 992 or visiting their website [OAIC Website](#).

7.3 Contacting the Privacy Officer

- Privacy related inquiries, concerns, complaints or personal information access requests should be directed to the Sunnyfield Privacy Officer using the details below:
 - Phone: (02) 8977 8800
 - Fax: (02) 8977 8873
 - Email: privacy@sunnyfield.org.au
 - Street Address: 185 Allambie Road, Allambie Heights NSW 2100
 - Postal Address: PO Box 6432, Frenchs Forest NSW 2086

8. Amendments to Sunnyfield Privacy Policy

This Privacy Policy may be updated periodically to reflect organisational or legislative changes. The most current version of our Privacy Policy is available on our website www.sunnyfield.org.au. We encourage individuals to review the Privacy Policy before providing personal information to ensure they are aware of any changes. Continued engagement with Sunnyfield after updates to our Privacy Policy will be considered acceptance of the revised Privacy Policy.

