



PRIVACY POLICY

Drafted on	26 June 2020	Approved by Board on	30 June 2020
Responsible person	CEO	Scheduled review date	01 June 2021

Ready Set, managed by Wear for Success ABN 39 145 723 806 (**Ready Set**), is covered by the Privacy Act 1988 (Cth) (the **Privacy Act**) that contains the Australian Privacy Principles (**APPs**). The APPs set out the way organisations and Government Agencies can collect, use, disclose and provide access to personal and sensitive information.

Personal information is any information that identifies or could identify a person. e.g. name, age, gender and contact details. It may also include sensitive information such as information about a person's health, religion, ethnic origin or criminal record.

WHAT THIS POLICY COVERS

Ready Set is committed to the protection of the privacy of all Ready Set staff, volunteers, clients, customers, supporters, donors, suppliers, consultants, contractors, representatives, referral partners and employment agencies registered with Ready Set.

This Privacy Policy sets out how Ready Set handles your personal and sensitive information.

By providing personal information to us, you are taken to have read this Privacy Policy and consent to the collection, use, disclosure, and handling of your personal information in accordance with this Privacy Policy.

THE INFORMATION WE COLLECT

We primarily collect personal information about our clients and supporters for the purposes of conducting our usual activities and operations, including developing and delivering clothing, career coaching and connecting services for jobseekers, and securing donations or support. We also collect personal information in other circumstances such as when you apply for a job or volunteer position, purchase clothing items, or attend or participate in an event.

The types of personal information that we collect will depend on the circumstances and may include:

- Name
- Age
- Education level
- Type of clothing given
- Whether you gain employment
- Contact details
- Ethnicity
- Length of time unemployed
- Photographs of you
- Number of visits
- Gender
- Clothing/shoe size
- Career support needs
- Career support training
- Credit card / banking details for donations and purchases
- Memoranda of Understanding (MOUs) between Ready Set, referral partners and employment agencies
- Volunteers "memory jogger" comments post appointments
- details of the services (clothing, coaching, essentials) we have provided to you or that you have enquired about.



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We also record details of our interactions with you, including any contact we have with you in person, by email, online or on the telephone. At all times, it is your choice how much information you would like to provide.

We may collect personal information from you directly or in some cases from third parties, including from your employment agent, job service provider, or if another person makes a donation or engages with us on your behalf in the course of providing services or goods to you.

If we collect sensitive information about you, we will do so only where you consent, provide the information to us voluntarily or where we are otherwise authorised by law. The collection of sensitive information takes place so that our clients' needs are properly understood.

If you apply for a paid or volunteer position with us, we may also collect information about your qualifications, experience, and screening check results, including health, reference, vocational suitability, working with children check, and criminal record checks.

HOW WE COLLECT INFORMATION

We only collect your information by lawful and fair means. We collect your information in several ways including:

- electronically such as from your job service provider, our website and online shop
- appointment booking forms
- phone calls and SMS messages
- employment or volunteer application forms
- other correspondence such as mail and email

Our Online Shop

If you buy clothing or other items from our online shop via the Ready Set website, we will collect your contact details and shipping information that you provide to us. If you buy an item, we will also collect your credit card details. We collect this personal information, regardless of whether you 'register' an account with Ready Set or checkout as a 'guest', to facilitate your purchase and deliver your order to you (if you have purchased an item) and otherwise to provide you with updates, news and offers in relation to Ready Set.

We may otherwise use your personal information collected in connection with our online shop in the ways described under the heading 'Use and Disclosure of Your Information'.

Our Website

We do not collect personal information about you when you visit our website, unless you choose to provide such information (for example, by purchasing a clothing item, making a donation or joining a mailing list).

When you visit our website, software known as "cookies" record your visit and collect some statistical information that can be used to help administer and improve our website. We do not use this information to personally identify you. Information we may collect includes:

- your server address
- your domain name

- the date and time of access to the website
- pages accessed and information downloaded
- the previous site visited
- if you have visited the website before the type of browser in use.

You may set your web browser to disable “cookies” when visiting our website. However, some website functions may be unavailable if you choose to do so.

Our website may use Google Analytics from time to time. For more about how Google collects and processes data, please see Google’s privacy policy

at <https://policies.google.com/technologies/partner-sites>

Our website may contain links to other sites. We are not responsible for the content and the privacy practices of other websites and we encourage you to examine each site's privacy policy and make your own decisions regarding the accuracy, reliability and correctness of material and information found.

SECURITY OF YOUR INFORMATION

We take appropriate steps to protect your personal and sensitive information held by us from misuse, interference, unauthorised access, modification, loss, or disclosure. This includes during storage, collection, processing, transfer, and destruction of the information.

Information is stored in secure electronic systems and locked cabinets.

We take steps to ensure the security of your information when it is sent across the internet. However, you should be aware that there is always some risk when transmitting in such a way including a risk that information sent to or from us may be intercepted, corrupted, or modified by third parties.

When we no longer need personal and sensitive information for any purpose we will take reasonable steps to destroy the information or ensure the information is de-identified.

USE AND DISCLOSURE OF YOUR INFORMATION

We only use your personal information for purposes which are directly related to the reason you provided the information and where you would reasonably expect us to use your information, or as required or authorised by law. For example, to provide services and support to our clients, to process donations and receipts and to provide our customers with items purchased.

We would only disclose your personal and sensitive information for purposes which are directly related to the reason you provided us with your information and where you would reasonably expect us to disclose the information, or as required or authorised by law. This includes disclosing personal information with your representatives and our third-party service providers. For example, we may disclose details of our clients' engagement with our services to their job service provider or employment agent, provide customer information to providers of payment processing and delivery



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services in connection with online purchases, and provide contact details of our supporters to marketing service providers.

Some of the third parties described above may be located in or may disclose your personal information to other countries such the USA, New Zealand, and the UK. By agreeing to this Privacy

Policy, you accept that Ready Set will not be accountable for them under the Privacy Act and you may not be able to seek redress under the Privacy Act for their conduct. Please note that in many cases those parties will be subject to other privacy and confidentiality obligations requiring them to protect personal information.

The privacy and collection practices of entities to which we disclose personal information are governed by their own privacy policies and collection notices.

When we use your information for statistical purposes, we will remove anything identifying you as an individual.

DIRECT COMMUNICATION AND PROMOTIONAL MATERIAL

From time to time we may contact you by email, telephone, or other means to provide you with promotional materials or other direct communications about our services, programs, events, clothing sales and fundraising initiatives. If you no longer wish to receive these communications, please contact us to be unsubscribed.

ACCESSING, UPDATING AND CORRECTING YOUR INFORMATION

We will take reasonable steps to ensure that all personal and sensitive information that we collect, use or disclose is accurate, up-to-date, complete, relevant and not misleading.

We will correct any personal and sensitive information we believe to be incorrect, out-of-date, incomplete, irrelevant, or misleading.

You may request to access, update, or correct your personal and sensitive information by contacting Ready Set (see details below). We will give you access to, update, or correct the information in compliance with the APPs. If we are unable to meet your request, we will let you know the reason and tell you how to complain about the decision.

APPLICATION OF AND CHANGES TO THIS PRIVACY POLICY

Nothing in this Privacy Policy is intended to limit Ready Set's obligations or permitted handling of personal information under privacy laws. For example, under the Privacy Act, we may rely on certain exemptions including in relation to employee records. Changes may be made to this Privacy Policy from time to time. We will give notice of these changes on our website.

COMPLAINTS AND ENQUIRIES

If you have any questions about how we handle personal and sensitive information, would like to register a complaint about how we have handled your information or would like further information about our Privacy Policy you may submit a query or complaint by email to privacy@readyset.org.au or by post to:



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The Privacy Officer
Ready Set
5/24 Eastern Road
South Melbourne, Victoria 3205

We will endeavour to promptly resolve your query or concern. We may request additional details from you regarding your concern and we may need to consult with other parties to investigate and deal with your concern. We will keep records of your request and any resolution.

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au and on 1300 363 992.