



Privacy Policy

Spark Youth Hub Ltd

ACN: 679 197 178

Spark Youth Hub Ltd (Spark Youth Hub) understands the importance of protecting the privacy of an individual's Personal Information.

This policy sets out how Spark Youth Hub aims to protect the privacy of your Personal Information, your rights in relation to your Personal Information managed by Spark Youth Hub and the way Spark Youth Hub collects, holds, uses and discloses your Personal Information.

In handling your Personal Information, Spark Youth Hub complies with the Privacy Act 1988(Cth) (Privacy Act), the 13 Australian Privacy Principles (APPs) in the Privacy Act and all relevant Australian privacy laws. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. During the provision of its services and/or products, Spark Youth Hub may collect your personal information.

Generally, the kinds of Personal Information Spark Youth Hub collects are:

1. contact and identification information such as your name, address, date of birth, telephone number, email address or other types of verification details;
2. where you are acting on behalf of another entity (whether as an employee, director or other representative), details of that entity and your relationship with it;
3. any information relevant to the recruitment process, including sensitive information, where you are applying for a position with Spark Youth Hub and the information is relevant for your progress, or where you are an employee and the information is relevant to your employment with Spark Youth Hub; and
4. any other information required for Spark Youth Hub's functions and activities.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Spark Youth Hub confirms that although relevant financial information may be collected through verified and secure third parties (eg Stripe), Spark Youth Hub will not collect your financial details (eg bank account details) through these third parties.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political

opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Information for Under 18's

If you are under 18, be sure to obtain your parent's or guardian's permission before you send any Personal Information about yourself (your name, address, e-mail address, etc.) to us or anyone else over the Internet. We encourage parents to get involved with their children's usage of the Internet, and to be aware of the activities in which they are participating.

How does Spark Youth Hub collect Personal Information

Spark Youth Hub collects information fairly, and where possible, directly from the individual. We collect and store your information when you:

- contact us via the 'Contact us' section
- sign up to join the Spark Youth Hub community
- sign up to volunteer with Spark Youth Hub
- contact a Spark Youth Hub program or service
- sign up or apply for a Spark Youth Hub event, training or opportunity
- complete a feedback or evaluation form
- complete a Spark Youth Hub survey
- apply for a job at Spark Youth Hub
- supply goods or services to Spark Youth Hub
- donate to Spark Youth Hub

Generally, Spark Youth Hub will only collect your personal information from sources other than you if it is unreasonable or impracticable to collect your personal information from you.

Purpose of Spark Youth Hub collecting your Personal Information

We only use or disclose your Personal Information for the purposes for which you gave it to us, or for a secondary purpose if permitted by law, which includes:

- where you have consented to that purpose;
- where you would reasonably expect us to use or disclose your information for that purpose, and where that purpose related to the primary purpose of collection (or, in the case of sensitive information, directly related to the primary purpose);
- where required or authorised by or under an Australian law or a court/tribunal order; and
- where a permitted situation exists under the Privacy Act, such as lessening or preventing a serious threat to the life, health or safety of an individual, or to public health or safety, or locating a person reported as missing.

Spark Youth Hub collects, holds, uses and discloses your Personal Information where it is reasonably necessary for the purposes of:

1. providing Spark Youth Hub's services and products to you (or the organisation you represent) and all associated purposes including:
 1. to verify your identity and contact details; and
 2. to respond to any inquiries, feedback or complaints made by you; and

2. enabling Spark Youth Hub to promote its products and services to you including upcoming events;
3. assisting Spark Youth Hub to improve its products and services;
4. maintaining donor records;
5. identifying and informing you of other products and services that may be of interest to you from Spark Youth Hub or selected third parties;
6. processing and assessing employment applications for current and future positions;
7. your employment with Spark Youth Hub;
8. accounting, billing, mail out of purchases and other internal administrative purposes;
9. otherwise managing Spark Youth Hub's internal business operations and processes; and
10. Any other legal requirements.

Where Personal Information is used or disclosed, Spark Youth Hub takes steps reasonable in the circumstances to ensure it is relevant to the purpose for which it is to be used or disclosed. You are under no obligation to provide your Personal Information to Spark Youth Hub. However, without certain information from you, Spark Youth Hub may not be able to provide its products and/or services to you.

You may opt-out of receiving messages from Spark Youth Hub by sending an email to hello@sparkyouthhub.org and asking that you not receive future email messages, text messages or phone calls. You may also opt-out by following the unsubscribe link at the bottom of each email.

Disclosure of Personal Information

Spark Youth Hub discloses your Personal Information for the purpose for which Spark Youth Hub collects it. This may include disclosing your

Personal Information to third parties who assist us to provide services or to whom we outsource services, for the purposes of providing services to you. For example, we may disclose your Personal Information to:

- Our program delivery partners;
- Event organisers and venues;
- Our administrative service providers (such as IT services providers, services providers, telecommunications providers, analytics service providers and payment processors);
- Our marketing service providers (such as email automation providers);
- Our professional advisors (such as accountants, auditors and lawyers) and insurers.

Spark Youth Hub's disclosures of your Personal Information to third parties are on a confidential basis and/or otherwise in accordance with law.

While we take all steps to ensure your privacy is protected, in certain circumstances, if your communication with us raises safety concerns, we will try to contact you to check that you and/or others are safe. Where possible we will work with you openly, letting you know if our concerns reach the point where we need to involve other services. We are obliged to try to protect you and/or others if the information you submit tells us that:

- you are being seriously hurt by someone else
- you are thinking of seriously harming yourself
- someone else is being, is likely to be, seriously hurt by you or another person.

Security of Personal Information

Spark Youth Hub takes steps reasonable in the circumstances to ensure that the Personal Information it holds is protected from misuse, interference, and loss and from unauthorised access, modification, or disclosure.

These include internal reviews of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorised access to systems where we store Personal Information. Spark Youth Hub holds Personal Information in electronic forms in secure databases, accessible only with the appropriate authentication keys and passwords by authorised staff.

Spark Youth Hub will destroy or de-identify Personal Information in circumstances where it is no longer required, unless Spark Youth Hub is otherwise required or authorised by law to retain the information. However, most of the Personal Information is or will be stored in secure files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

Spark Youth Hub takes steps reasonable in the circumstances to ensure Personal Information it holds is accurate, up-to-date, complete, relevant and not misleading. Under the Privacy Act, you have a right to access and seek correction of your Personal Information that is collected and held by Spark Youth Hub. If at any time you would like to access or correct the Personal Information Spark Youth Hub holds about you, or you would like more information on Spark Youth Hub's approach to privacy, please contact Spark Youth Hub via email at hello@sparkyouthhub.org.

Spark Youth Hub will grant access to the extent required or authorised by the Privacy Act and take steps reasonable in the circumstances to correct Personal Information where necessary and appropriate. In order to protect your Personal Information we may require identification from you before releasing the requested information.

Spark Youth Hub will endeavour to respond to your request to access or correct your personal information within 30 days from your request.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints

If you consider a breach of the Australian Privacy laws or your rights in relation to privacy has occurred, you may direct your query to hello@sparkyouthhub.org and we will attempt to resolve your complaint. If you do not consider our response satisfactory, you may contact the Australian Privacy Commissioner at its website <http://www.oaic.gov.au/> or by telephone on 1300 363 992.

Contact Us

For further information or enquiries regarding your Personal Information, or if you would like to opt-out of receiving any promotional or marketing communications, please contact Spark Youth Hub via email at hello@sparkyouthhub.org.

This Policy was last updated on Tuesday 10th September 2024.