

# THE GENDER CENTRE INC

SERVICES FOR THE TRANSGENDER AND GENDER DIVERSE COMMUNITY

## PRIVACY POLICY

### **Our Commitment**

The Gender Centre Inc is committed to providing you with the highest levels of professional service. This includes protecting your privacy in accordance with the *Privacy Act 1988 (Cth)* (the **Privacy Act**). We understand the importance placed on the privacy of your personal information.

The Gender Centre Inc will take all reasonable steps to protect the privacy of the personal information that we collect,. Our Privacy Policy sets out how we intend to do so.

### **Scope**

This policy applies to all clients, suppliers and prospective employees. This Policy does not apply to acts and practices of The Gender Centre Inc which relate directly to the employee records of The Gender Centre Inc's current and former employees.

### **What is personal information?**

Personal information is any information that can be used to identify you. This includes any personal information or opinions about you, whether true or not, no matter how the information or opinions are recorded.

Sensitive information is a special category of personal information and includes, but is not limited to, information about your health, race or ethnic origin, political or religious beliefs, membership of a trade union or association, or criminal record. We will not disclose your sensitive information without your consent, unless there is a need to disclose such information in accordance with the Privacy Act or to comply with any other legislation.

### **Collection of personal information**

The Gender Centre Inc collects personal information necessary to lawfully and ethically carry on its business or to recruit future employees.

If you would like to access any of our services on an anonymous basis, please tell us. If this is possible and lawful, we will take all reasonable steps to comply with your request.

### **What personal information do we collect and use?**

The nature and extent of personal information collected by The Gender Centre Inc varies depending on your particular interaction with The Gender Centre Inc.

Personal information that we commonly collect and use includes your name, date of birth, current address, , email address, telephone numbers and preferred means of contact,

We use personal information you provide only for purposes consistent with the reason you provided it, or for a directly related purpose.

We will not use your personal information in a manner contrary to the Privacy Act or this Policy.

### **How do we collect personal information?**

Where possible, we collect your personal information directly from you. We collect information through various means, including interviews, appointments, forms and questionnaires. If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us.

### **When do we disclose your personal information?**

a. Personal information will not be used or disclosed for any purposes other those stated in accordance with this policy, or unless an exception under state or federal law applies. For example, personal information can be disclosed to protect an individual from serious and imminent harm;

b. Personal information will only be disclosed to third parties once it has been de-identified (i.e. names have been removed) and for the purposes outlined above.

### **Access to and correction of your personal information**

We will take all reasonable steps to ensure that the personal information that we hold is accurate and up to date. You have a right to access and copy your personal information, subject to certain exceptions provided for in the Privacy Act. If you believe that personal information, we hold about you is not accurate, complete or up to date, or your details are about to change, please inform us and we will take all reasonable steps to correct or update our records.

### **Security of your information**

We will take all reasonable steps to secure your personal information.

### **Complaints**

We have a Complaints Policy for dealing with your privacy complaints. The purpose of the policy is to ensure that any person that has a complaint about the way their personal information is collected, used, disclosed, stored and administered by The Gender Centre Inc may lodge a complaint under the Complaints Policy. All complaints will be treated seriously and dealt with promptly. The Complaints Policy is our way of ensuring your privacy concerns are raised and addressed promptly. Our Complaints Policy can be accessed on our website

### **Our website**

A person may use our website anonymously but any information which a person chooses to submit to us will be treated in accordance with this Policy.

Our internet service provider may record details of visits to our site and when visiting our site your visit may be logged and the following information collected:

- the visitor's server address, domain name and browser type;
- the date and time of the visit to the site;
- the pages accessed and the documents downloaded;

The information listed above is collected for statistical and research purposes only and will only be utilised internally by The Gender Centre Inc.

**How to contact us**

If you would like more information on privacy or have any questions in relation to this policy, please contact us