



Refugee
Education
Australia

PRIVACY POLICY

1. INTRODUCTION

Refugee Education Australia Ltd (REA) is committed to protecting the privacy of personal information which we collect, hold, and administer. Personal information is information which directly or indirectly identifies a person.

REA recognises the essential right of individuals to have their information handled in ways they would reasonably expect — protected on one hand and accessible to them on the other. These values are reflected in and supported by our organisational principles and are consistent with privacy legislation.

2. PURPOSE

The purpose of this document is to provide a framework for REA's approach to privacy and to outline how we collect, use, store, disclose and protect personal information in compliance with the [Privacy Act 1988 \(Cth\)](#), the [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#) and the [Australian Privacy Principles](#).

3. SCOPE

This policy applies to all personal information collected or held by REA in relation to:

- members, volunteers and contractors
- clients and service users
- job applicants
- visitors and donors
- any other individuals interacting with REA.

This policy does not apply to information relating to current or former employees of REA, as employee records are exempt under the Privacy Act. However, REA acknowledges ongoing confidentiality obligations in accordance with the Fair Work Ombudsman's [Workplace Privacy Best Practice Guide](#).

4. WHAT IS PERSONAL INFORMATION AND WHY WE COLLECT IT

Personal Information is information or an opinion that identifies an individual. Examples include names, addresses, email addresses, phone numbers and organisational affiliations.

We collect personal information for purposes including but not limited to:

- providing education and support services
- communicating with members, volunteers, staff, clients, supporters and other stakeholders
- complying with legal and regulatory obligations (e.g., Work Health and Safety, child protection and food safety laws)
- managing donor and supporter relations
- responding in the event of an accident or emergency
- program evaluation and research activities

- marketing and promotional communications (with the option to unsubscribe at any time).

Information may be collected through interviews, correspondence, phone calls, emails, our website (www.refugee-education.org.au), publicly available sources, cookies or third parties.

5. SENSITIVE INFORMATION

Sensitive information includes details about an individual's racial or ethnic origin, political opinions, religious beliefs, health information, and other protected categories under the Privacy Act.

REA will only collect or use sensitive information:

- for the primary purpose for which it was obtained
- for a directly related secondary purpose
- with your consent; or
- when required or authorised by law.

6. COLLECTION FROM THIRD PARTIES

Where reasonable and practicable, REA will collect personal information only from the person concerned. In some circumstances, however, we may receive information from third parties (for example, partner organisations or public sources). We will take reasonable steps to ensure that the person concerned is made aware of any such information received.

7. USE AND DISCLOSURE OF PERSONAL INFORMATION

REA will:

- use and disclose personal information only for the primary purpose for which it was collected or a directly related purpose
- obtain consent before using information for any other purpose
- disclose information when required or authorised by law; and
- ensure that any sharing of information with partners or service providers is conducted under appropriate confidentiality and data-protection agreements.

8. SECURITY AND RETENTION OF PERSONAL INFORMATION

REA stores personal information in a manner that reasonably protects it from misuse, loss, unauthorised access, modification or disclosure.

Information no longer required for the purpose for which it was collected will be destroyed or permanently de-identified. Most client records are retained for a minimum of seven (7) years.

9. ACCESS TO AND CORRECTION OF PERSONAL INFORMATION

People associated with REA may request access to the personal information held about them or request corrections to ensure accuracy and completeness.

Requests must be made in writing to REA, and proof of identity may be required prior to releasing information.

10. RESPONSIBILITIES

The Board of Refugee Education Australia is responsible for developing, adopting and reviewing this policy.

The CEO, with support from the Board, is responsible for:

- implementing and monitoring compliance with this policy
- monitoring whether there are relevant legislative changes; and
- recommending updates to the policy as required.

11. POLICY IMPLEMENTATION

REA will develop and make available a Privacy Statement that explains in plain language how personal information is collected and managed by the organisation. This statement will be published on REA's website and made available on request.

12. POLICY UPDATES

This policy may be amended from time to time and the latest version will be available upon request or via the REA website.

13. PRIVACY COMPLAINTS AND ENQUIRIES

If you have any concerns, queries, or complaints about how REA handles your personal information, please contact:

Refugee Education Australia
Email: contactus@refugee-education.org.au
Website: www.refugee-education.org.au