

## Privacy Policy

### Purpose

Outward Bound Australia (OBA) is required to comply with the requirements of the Privacy Act 1988 (Cth). This Privacy Policy establishes how we protect personal information and explains:

- What personal information we collect and hold
- How we use/disclose that information
- How we store that information
- Your entitlement to access personal information

By "personal information", we mean information or an opinion about an identifiable individual or an individual whose identity can be reasonably ascertained.

### Scope

This policy applies to all personal information collected, stored, used and disclosed by OBA.

### Principles

#### 1. What personal information we collect and hold

We only collect and hold personal information that is relevant and reasonably necessary for us to fulfil our purpose, functions and activities. These functions and activities include:

- delivery of outdoor education programs and training
- research and reporting
- contributing to the development of the outdoor education industry in Australia

At all times we try only to collect and hold the information we need for the particular function or activity we are conducting. We usually collect personal information directly from you or your authorised representative, for example your school coordinator or community organisation.

The main points at which your personal information may be collected by us are:

- On enrolment for an Outward Bound program
- When applying to and joining OBA as an employee
- On enrolment for an Outward Bound accredited training program
- On visiting the OBA website and social networking services such as Facebook and Twitter
- When making a donation to OBA or to the Australian Outward Bound Development Fund
- When otherwise contacting or communicating with OBA

The type of information that we may collect and hold includes, but is not limited to:

- Name, address, email address, other contact details and date of birth
- Qualifications, experience and work history
- Indigenous status, disability status, proficiency in English, study reason and Unique Student Identifier (USI)

- The amount of any donation made
- Testimonials and feedback that you give

Sometimes we may need to collect and hold sensitive information about you, for example, to ensure your safety while participating in an Outward Bound program which might include information about your health; or to determine your suitability for employment which might include information about your criminal history. This information will only be collected and held with your consent.

The only personal information that OBA collects and holds from you via its website is that which you agree to provide, for example, when you complete an online form or application. Where our websites allow you to make comments or give feedback, we may collect and hold your email address and sometimes other contact details. We may use your contact details to respond to your feedback. We store this personal information on servers located in Australia. We may also use tools provided by third parties, including Google Analytics, to collect or view website traffic information. These sites have their own privacy policies. We use information collected by these tools to maintain, secure and improve our websites and to enhance your experience when using them.

We use social networking services such as Facebook and Twitter to communicate with the public about OBA's work. When you communicate with us using these services, we may collect and hold your personal information, but we only use it to help us communicate with you. The social networking service will also handle your personal information for its own purposes. These sites have their own privacy policies.

## 2. How we use / disclose that information

In general terms, personal information we hold may be used by OBA or disclosed to third parties for one or more of the following purposes:

- Ensuring your safety while participating in an Outward Bound program. This may involve the disclosure of personal or sensitive information to third parties including ambulances or other rescue and medical services.
- Offering alumni benefits and other services to you, such as OBA's alumni newsletters and discounts. You may request that this information not be sent to you.
- Conducting or facilitating research or surveys for purposes related to OBA or its activities. This may involve disclosure of your personal information to third party researchers for the purposes of conducting research.
- Inviting you to attend OBA events. This may involve disclosure of your personal information to third party event organisers for the purpose of event registration.
- Reporting to regulators and government departments in relation to training and assessments or as otherwise required by law.
- Procuring funding, donations or other support for the activities of OBA, including the Australian Outward Bound Development Fund.
- Otherwise collecting, using or disclosing personal information about you in a manner consistent with the purposes, objectives and functions of OBA.

We do not disclose sensitive information about you unless you agree, or would reasonably expect us to do so. We do not sell or rent the personal information we have collected to organisations such as telemarketers or mailing lists.

We do not adopt or disclose any government related identifier you provide, such as your Unique Student Identifier.

We do not disclose personal information to overseas recipients.

### 3. How we store personal information

We are responsible for ensuring that personal information we hold about you is protected by such security safeguards as it is reasonable in the circumstances to take against loss, unauthorised access, modification, disclosure or other misuse of your personal information.

### 4. Your entitlement to access personal information

You are entitled to request access to your personal information held by OBA, and ask that we correct that personal information. We will ask you to verify your identity before we give you access to or update your information and we will try to make the process as simple as possible. If we decide to deny access to your personal information, we will provide you with the reasons.

### 5. Keeping information accurate and up to date

We make every reasonable effort to keep your information accurate and up to date, in order for us to provide the best possible service to you. You can assist by keeping us informed of any updates such as address change, email change or legal name change. If you find errors in your personal information, please advise us and we will make the appropriate corrections.

### 6. Contacting us

If you require any further information, wish to submit a complaint about a breach of privacy by OBA, wish to obtain access to your personal information held by OBA, or have any questions regarding the OBA privacy policy or its handling of personal information please contact the Privacy Officer on telephone: 02 6235 5700.

You may also have a right to complain to the Privacy Commissioner. For further information contact the Privacy Commissioner on 1300 363 992.

## Associated policies, forms or documents

Privacy Act 1988

## Approvals

Reviewed by the Senior Leadership Team 14 July 2014  
Approved by the Chief Executive Officer 20 August 2014  
Effective from August 2014