



## Privacy Collection Notice

# Privacy Collection Notice

### Collection of Personal Information

Endeavour Foundation Limited and Community Solutions Group Limited (together, **Endeavour Foundation, we, us or our**) are committed to protecting your privacy.

This Collection Notice explains how and why we collect your personal information and how it will be handled.

### What information we collect

We may collect personal information and, in some circumstances, sensitive information about you, including but not limited to:

- your name, contact details, date of birth and other identifying information
- information relevant to accessing our services, support or programs
- employment, education or volunteering information
- donation, fundraising or lottery participation details
- photographs or other images (where relevant)
- online information such as IP address, website usage data and cookies when you use our websites.

Sensitive information (such as health, disability or other information defined under the *Privacy Act 1988 (Cth)*) may also be collected from you but only where it is reasonably necessary and permitted by law.

### Why we collect your information

We collect your personal information for purposes related to our functions and activities, including to:

- assess eligibility for, and provide, services and supports
- administer and manage our relationship with you
- provide employment, training, volunteering or support services
- comply with our legal, regulatory and contractual obligations
- communicate with you, including sending newsletters, information and updates
- facilitate fundraising activities, donations and lotteries
- improve our services, programs and website.

We will only collect information that is reasonably necessary for these purposes.

### How we collect your information

We generally collect personal information directly from you when you:

- complete online or paper forms
- contact us by phone, email or other means
- participate in our services, programs, events, fundraising or lotteries
- interact with our websites or online platforms.

In some circumstances, we may collect information from third parties (such as service providers, referees or health professionals), but we will do so with your consent or where otherwise permitted by law.

### Use and disclosure of personal information

We use and disclose your personal information primarily for the purposes outlined above.

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We may also use or disclose your information for a secondary purpose that is directly related to the primary purpose and where you would reasonably expect this, or where you have provided consent, including:

- sharing information with service providers, health professionals or support coordinators involved in your care or services
- disclosures to government bodies, regulators, auditors or funding agencies
- where required or authorised by law.

We take reasonable steps to ensure that any third parties we share information with only use it for permitted purposes and handle it securely.

### Overseas disclosure

Your personal information is primarily stored in Australia. In limited circumstances, digital information may be stored or accessed overseas where equivalent or stronger privacy protections apply.

### Consequences of not providing information

If you do not provide certain personal or sensitive information, we may be unable to provide you with some services, supports or opportunities.

### Access, correction and complaints

You may request access to, or correction of, your personal information, or make a privacy enquiry or complaint at any time by contacting:

**Endeavour Foundation Privacy Officer**  
 PO Box 355, Tingalpa QLD 4173  
 Phone: 1800 112 112  
 Email: [privacy@endeavour.com.au](mailto:privacy@endeavour.com.au)

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au) or by calling 1300 363 992.

### Your consent

By providing your personal information and, where applicable, confirming your agreement at the point of collection, you acknowledge that:

- you have read and understood this Collection Notice;
- you consent to Endeavour Foundation collecting, using, storing and disclosing your personal information as described in this notice and in our Privacy Policy.

Some collections, uses or disclosures of personal information may occur without consent where permitted or required by law.

Our full Privacy Policy is available at: <https://www.endeavour.com.au/privacy-policy>.

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