

Girl Guides Qld is currently implementing a new Privacy Policy. Girl Guides Qld is captured within the broader Girl Guiding in Australia policy which is accessible [\[HERE\]](#). Girl Guides Qld anticipates the implementation process will be completed by 21 July 2023.

In the meantime, if you have any questions on how your data is managed or a question regarding the privacy policy, please contact the Privacy Officer at privacy@guidesqld.org. We thank you for your understanding whilst we implement this important policy.

"We," "us," "our" refers to Girl Guides Queensland

How do we collect information?

Girl Guides Queensland does not collect personally identifiable information from visitors without their knowledge. Personal information will generally be collected directly from you through the use of any of our standard forms, our assessment procedures for members, our volunteer and employment application process, registration and attendance at our events, when making donations or purchases, via emails or other communications, via phone, in person, via our surveys (where applicable), via our website (including online registration and contact forms), and social media accounts.

For example, we may collect personal information about members or applicants for membership from a parent or guardian, and we may collect personal information about workers from referees when they provided references, academic institutions or training and certification providers, providers of licence and background-checking services, recruiters and other service providers who assist in the engagement process, and other publicly available sources such as social media platforms.

We will usually notify you about instances of collection from third parties in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

If we receive unsolicited information about you that we do not ask for or which is not directly related to our functions or activities, we may be required to destroy or de-identify that information, provided it is lawful and reasonable to do so.

Why we collect your data?

Girl Guides Queensland will process any personal data disclosed in relation to discussion forums, message boards, surveys and questionnaires for the purposes of achieving its charitable objectives, fundraising and providing the services it offers in relation to these activities.

The data collected by any survey or questionnaire will only be used for the purpose stated on the form. You may also be given the opportunity to add your information to our databases so we can contact you in the future. We will only use this information to contact you if you express permission to do so.

What information do we collect from you?

We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the goods and services you are seeking. The kinds of information we collect from you depends on our relationship with you. We may collect your name, contact details, credit card details, and other information relevant to providing you with the information, goods, and services you are, or someone else you know is, seeking.

Girl Guides Qld does not store credit card numbers. These are securely held by a large third-party payment processor.

How do we use, share and protect your personal information?

Girl Guides Queensland does not sell, trade, or rent your information to anyone. Girl Guides Queensland does not share information about you with third parties without prior consent, unless required to do so to:

- comply with the law.
- enforce or apply Terms of Use and other agreements.
- or protect the rights, property, or safety of Girl Guides Queensland, our users, or others.

Girl Guides Queensland use the services of a Web Hosting Provider. We do not process any data overseas as all servers that hold our data are based in Australia. Use of data by the Web Hosting Provider on behalf of Girl Guides Queensland is regulated and safeguarded by both international procedures and legal agreements to comply with the requirements of the Privacy Act 1988.

The personal information you provide is stored in a secure, monitored hosting environment protected from unauthorised access. In addition, there is a confidentiality agreement in place to ensure that the provisions set out in this policy are upheld.

Where personal information we hold is no longer necessary, we delete the information or permanently de-identify it,

subject to specific laws in respect of data retention and our obligations to retain information in accordance with the Girl Guides Australia Child Safe Child Friendly framework.

Internet Users

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

Any cookies we store on your computer are set to expire within 14 days after your visit to the Girl Guides Queensland website and is automatically removed from your computer once this 14-day period has elapsed.

If you do not want cookies to be stored on your computer, you may disable this function by referring to your internet browser's instructions. You can do this by clicking on the 'Help' menu.

When you choose to accept or reject cookies your response is kept for 12 months.

Confidentiality - Links to other websites and services

Our websites may contain links to websites controlled and maintained by parties other than Girl Guides Queensland. Girl Guides Queensland cannot be held responsible for the privacy of data collected by websites not managed by Girl Guides Queensland. Girl Guides Queensland is providing these links to you only as a convenience and the inclusion of any link does not imply endorsement by Girl Guides Queensland of the linked website.

You should refer to the privacy policies posted by other websites which you should review prior to visiting them.

Your consent

By providing us with your personal data, you agree to the collection and use of any information you provide in accordance with the above purposes and this privacy statement.

Due to the international nature of the Internet it is possible that your personal data will be available outside Australia and data protection and privacy laws may not offer the same level of protection as within Australia. Girl Guides Queensland undertakes to take all reasonable steps to insure your data is protected.

Access to your information

You may log in to your Membership portal at any time, while an active member, to update your personal information. Additionally, you can request access to your personal information that Girl Guides Qld holds and advise of any inaccuracies by contacting the Privacy Officer. To obtain access, you will have to provide proof of identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined. We will correct any inaccuracies in your information once this has been notified to us.

If you have any questions about this privacy policy, any concerns, or a complaint regarding the treatment of your privacy please contact our Privacy Officer using the details below.

Privacy Officer

Girl Guides Queensland
PO Box 996, Marsden LPO
Marsden QLD 4132
Telephone +61 7 3357 1266
Email privacy@guidesqld.org

Changes to this Policy

We reserve the right to amend this policy at any time. Any updated versions will be posted on our website. This privacy policy was last updated 17/04/2023