

# Akuolie – Privacy Policy

Effective Date: April 5, 2026

Review Date: April 5, 2027

1. Introduction – Akuolie is committed to protecting the privacy and confidentiality of personal information collected from our members, participants, volunteers, staff, and website visitors. This privacy policy outlines how Akuolie (referred to as "we," "us," or "our") collects, uses, discloses, stores, and protects your personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth), as well as relevant state and territory laws.

2. Scope – This policy applies to all personal information collected by Akuolie, whether directly from you or from third parties, and through any means, including our website, digital platforms, forms, direct interactions, and service delivery.

3. Types of information we collect – We may collect personal information that is reasonably necessary for us to provide our services and manage our operations. This may include: identification (such as name, date of birth, sex); contact details (such as residential/postal address, phone number, email address); demographic information (such as cultural background, ethnicity, language spoken, geographical location); service-related information (such as programs, workshops, events, or counselling services you've accessed or participated in, attendance records, feedback, support needs); and sensitive information (with consent) for services such as alcohol and drug counselling or case management where there is sensitive health information. This information is only collected with your express consent and where it is directly relevant to the service being provided or required by law. For volunteers and staff we collect: resume, qualifications, employment history, references, police checks, Working With Children Checks (WWCC), emergency contact details and bank details (for payroll). Financial information such as payment details are securely processed by third-party providers and not stored by Akuolie directly. Website Usage Data such as IP address, browser type, pages visited, time spent on site and engagement in communities is collected via analytics tools and anonymised.

4. How we collect information – We collect personal information in various ways, including: directly from you when you register for programs, workshops, services or events; complete forms (online or paper); make enquiries; use our services (e.g., counselling, case management); participate in surveys; provide feedback; apply for a role (paid or volunteer); or communicate with us via email, phone, or in-person. We also collect information from third-party service providers with your consent, or where

required by law (e.g., referral agencies), government bodies (e.g., for police checks or WWCC), or publicly available sources. Finally, through our website and digital platforms through cookies and analytics tools when you visit our website.

5. Purpose of collecting, using, and disclosing information - We collect, hold, use, and disclose your personal information for the following purposes: to provide and deliver our community services, programs, workshops, events, and services effectively; to communicate with you about your participation, relevant opportunities, news, and updates; to assess eligibility for programs and support services (e.g., counselling, case management); to manage volunteer and staff recruitment, employment, and compliance; to conduct police checks and WWCCs where required by law; to improve our services, develop new programs, and understand community needs; to engage in fundraising and advocacy activities to support our mission; to process payments and issue receipts; to comply with our legal and regulatory obligations, including child safety standards and reporting requirements under state and Commonwealth laws; to manage and respond to feedback, complaints, and inquiries.

6. Disclosure of personal information - We may disclose your personal information to: third-party service providers who assist us in delivering our services (e.g., event organisers, IT support, payment processors), under strict confidentiality agreements; referral agencies or other support services, with your express consent, when a referral is deemed beneficial for your well-being. Government or regulatory bodies where required or authorised by law (e.g., for police checks, WWCC, mandatory reporting of child safety concerns, or subpoenas). In emergency situations, to protect the health, safety, or welfare of an individual. We will not sell or rent your personal information to third parties for marketing purposes.

7. Data quality and security - We take reasonable steps to ensure the personal information we collect is accurate, up-to-date, and complete. We employ robust security measures to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes secure physical storage of paper records with restricted access, secure digital storage on encrypted servers with access controls (passwords, multi-factor authentication), regular security audits and updates to our systems, staff training on privacy and data security and data retention policies ensuring information is only kept for as long as legally required or necessary for our purposes.

8. Accessing and correcting your personal information - You have the right to request access to the personal information we hold about you and to request corrections to any inaccuracies. To do so, please contact our Privacy Officer (details below). We will respond to your request within a reasonable timeframe and may charge a small fee for providing access if it involves substantial retrieval costs (we will inform you of any fee

beforehand).

9. Complaints – If you believe that Akuolie has breached your privacy rights, you may lodge a complaint with our Privacy Officer. We will investigate your complaint and respond to you within a reasonable timeframe. If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC).

10. Website and cookies – Our website may use cookies and other tracking technologies to enhance user experience, analyse website traffic, and provide targeted content. You can usually manage your cookie preferences through your browser settings. Our website may contain links to third-party websites; Akuolie is not responsible for the privacy practices of these external sites.

11. Children's privacy – Akuolie's services are generally for women aged 16 and over. While we may engage with young mothers or youth as part of specific programs, we are especially diligent in handling the personal information of minors, adhering strictly to child safety standards and obtaining appropriate consents from guardians where necessary and legally required.

12. Future expansion – As Akuolie grows this policy will continue to be reviewed and updated to ensure compliance with all relevant state and federal privacy and child safety legislation in operating jurisdictions.

13. Contact us – For any questions about this Privacy Policy or our privacy practices, please contact: [akuol@akuolie.com.au](mailto:akuol@akuolie.com.au) or write to PO Box 123, Melton, Victoria, Australia 3337.

