

Amaze Privacy Policy

1. Overview - Privacy Policy Statement

Amaze Incorporated ('Amaze') respects the privacy of all people, including our members, employees, volunteers, clients/beneficiaries, donors, business partners and online users. Amaze is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations.

2. Purpose

The purpose of this Privacy Policy is to explain how we manage personal information, including the types of personal information we collect, the purposes for which we collect, use and disclose it, and the systems and procedures we have in place to protect it. This Policy also outlines your privacy rights and how you may access or correct your personal information or make a complaint if you have concerns about our handling of your information.

This Policy applies to all personal information collected by Amaze in its capacity as a registered charity, including information relating to donors, volunteers and beneficiaries.

3. Kinds of personal information collected

The nature and extent of personal information (including sensitive information) collected by Amaze varies depending on your interaction with Amaze. Amaze will only collect personal information where it is reasonably necessary for, or directly related to, one or more of its functions or activities.

“Personal information” means any information or opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether recorded in a material form or not. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

The personal information we collect from you may include:

- contact details (e.g. name, address, telephone numbers, email)
- personal details (e.g. date of birth, gender)
- information regarding personal issues, experiences and relationships
- health information and/or medical history
- information about family background and supports in the community
- areas of interest
- employment information (e.g. organisation, role)
- your purchase history and your interaction with our application software, content, media, services, or website (collectively our “Platform”)
- your server and IP address from which you access our website/s
- other information you or another party may supply to us in relation to our services

Amaze also collects “sensitive information” within the meaning of the Privacy Act, including health information, only where reasonably necessary for our functions and with consent unless an exception applies.

We may also collect the following information from you if you’re an:

- **Amaze Donor**

Amaze collects personal information from our donors and supporters that is necessary for our work and helps us to engage with you. We use your information to manage your support, process your donation, issue tax receipts and to respond to your comments and questions. We may also use your information for research or surveys and to keep you up to date with our initiatives that we think may interest you.

In certain circumstances we may give you the option to keep your information private. For example, you have the option to make a private donation, in which case your name and amount of your donation will not be disclosed in any public manner.

- **Amaze Business Partner**

Contact names and details (e.g. the name, title, email, telephone number and other contact details of relevant contact persons within business partner organisations) areas of interest by category and industry. Bank details (if Amaze is to receive payment or make payment for services received), Australian Business Numbers (ABNs), information regarding the type of support to be provided (e.g. workplace giving, goods in kind, program support, employment information, training participation data, survey responses, volunteering).

- **Amaze Online User**

Amaze collects website usage information – e.g. visitor navigation, server address, browser and device type, date and time of website visit for statistical and behavioural analysis. This information will not allow us to identify users. We may also collect information submitted by users via the website, e.g. through forms. This data is only used for the purpose expressed and is stored privately and securely.

We understand the importance of protecting the privacy of children, especially in an online environment. Our websites, products and services are not intentionally designed for, or directed at, children under the age of 16. We do not knowingly collect identifiable information about children, unless if it provided by a parent or carer in connection with our services.

4. How personal information is collected

In many cases, we may collect your personal information (including sensitive information) and information you provide about others incl dependents, family members, other family members or others, directly from you. We collect information through various means, including telephone, email and in-person interviews, appointments, forms and questionnaires. If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us. However, please note that in some circumstances if certain personal information is not provided, we may be unable to deliver our services or respond to your request.

The way we collect personal information may include:

- telephone conversations
- communications, including email
- online registration
- information submitted by users
- information recorded by our systems about the browsers and devices used to access the website cookies.
- surveys or questionnaires
- attendance at an Amaze event (in-person or online)
- subscribing to our mailing list
- job applications

Collecting information from third parties:

In some situations, we may also obtain personal information about you from a third-party source. For example, we may collect personal information about you from public sources, your representatives and the parties to whom we disclose personal information described in this policy. If you provide to us the personal information of another person, you confirm that you are authorised to do so and that the individual has been informed of and consents to, their information being provided and handled in accordance with this policy.

5. How we use personal information

We may collect personal information for a number of purposes, including:

- to provide Amaze services via our staff or partner staff
- to determine the most appropriate services for clients'/beneficiaries' needs
- to meet any requirements of government funding for programs (e.g. reporting requirements)
- to monitor and evaluate existing services and plan for future services. Your feedback will be securely matched with information about you and your engagement with us. This will help us to know how our services are working for people in different contexts and with different needs and how we can improve. No individual program staff member will be able to connect your feedback to you. For some of our programs, we have an independent evaluation provider helping us understand how our services are working. They will have access to deidentified data.
- to comply with our legal and professional obligations
- to process donations and provide accurate receipts
- to facilitate on-going fundraising and marketing communications and activities (please contact us if you wish to unsubscribe from these communications)
- to provide transparency relating to donated funds, particularly for appeals for public donations (although we will generally provide options for anonymous donations where requested)
- to pay for services
- to receive services from you or the organisation which employs you
- to manage Amaze's relationship with business partners
- to produce annual reports and for research, policy or advocacy purposes which may involve contracted organisations
- to provide information about Amaze's services, Amaze personnel (e.g. volunteers, employees, delegates) and candidates for volunteer work and prospective employees

- to update the company on Amaze appeals for public donations, programs and services
- adapting the website to make it easier to use and more relevant for you
- to analyse website usage and make improvements to the website

6. Health information

As part of administering our services, we may collect and handle sensitive information including health information. For example, Amaze collects health information (such as diagnostic information) from some clients participating in Amaze programs. When collecting health information from you, Amaze will obtain your explicit, informed consent to such collection unless otherwise required or permitted by law. We may also provide you with further information regarding how the information will be used and disclosed.

If health information is collected from a third party (such as your doctor), Amaze will inform you that this information has been collected and may provide you with further information regarding how the information will be used and disclosed.

Amaze will not use your health information for purposes unrelated to those for which it was collected, unless we have your consent or are permitted or required to do so by law. If Amaze uses your health information without consent for research or statistical purposes, it will be de-identified.

7. Disclosure of Personal Information

For the purposes referred to in this Privacy Policy (discussed above under '*Kinds of Personal Information Collected*'), we may also disclose your personal information to other external organisations including:

- Government departments/agencies that provide funding for Amaze services;
- Doctors and health care professionals, who assist us to deliver our services;
- Other regulatory bodies, such as Work Safe; &
- Our professional advisors, including our accountants, auditors and lawyers.

We do not send personal information out of Australia. [Amaze does not routinely disclose personal information outside Australia. If an overseas disclosure becomes necessary, we will take reasonable steps to ensure your information is protected and inform you were required.]

In addition, we may also use your personal information or disclose to third parties for the purposes of advertising, including online behavioural advertising, website personalisation, and to provide targeted or retargeted advertising content to you (including through third party websites).

Protection of personal information.

Amaze will take reasonable steps to ensure that the personal and health information that we hold about you is kept confidential and secure, including by:

- **Access Control:** Strong passwords, multi-factor authentication (MFA), and Role-Based Access Control (RBAC) to limit who sees what and staff confidentiality agreements.
- **Encryption & incident response processes:** Data Encryption *at rest* (storage) and *in transit* (during transfer).
- **Data Backup & Recovery:** Regular back up critical data to restore it after incidents.
- **Endpoint Security:** Regular updates of anti-virus/malware protection on all devices.

- **Network Security:** Secure Wi-Fi, use VPNs, and secure communication channels.
- **Employee Training:** Regular staff training to spot phishing and handle data securely.

8. Access to and correction of personal information

If an individual requests access to the personal information we hold about them, or requests that we change their personal information, we will allow access to them or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold access or not make the changes.

Requests for access or correction should be made to the Privacy Officer (details of which are set out below). For security reasons, you may be required to put your request in writing and provide proof of your 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.

Please provide as much detail as you can about the information you seek, in order to help us locate the information. We may provide access in a suitable format, such as inspection or a copy, depending on the circumstances. If personal information (for example, your name and address details) is duplicated across different databases, Amaze will generally provide one printout of this information, rather than multiple printouts.

We aim to take all reasonable steps to provide access to the information requested within a reasonable timeframe.

Amaze may charge you reasonable fees to reimburse us for the cost we incur relating to your request for access to information, including in relation to photocopying and delivery cost of information stored off site. We will inform you of these fees in advance so that you can confirm whether you wish to proceed with your request.

If an individual is able to establish that personal information Amaze holds about her/him is not accurate, complete or up to date, Amaze will take reasonable steps to correct our records where required by law.

Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the complaints procedure set out below.

Online activity

- **Cookies:** The Amaze website uses cookies. These cookies recognise when your device has visited our website(s) before, so we can distinguish from other users on our website. This improves experience and the Amaze website(s).

We use cookies to improve your experience and understand website use. We do not use cookies for the purpose of identifying you. If not wish to use the cookies you can amend the settings on internet browser so it **will not automatically** download cookies.

- **Website analytics:** Our website analytics helps us better understand visitor traffic, so we can improve our services.

9. Fundraising and marketing communications

We may use personal information, including your name, contact phone number, address and email address, to send fundraising, marketing and promotional information by post, email, telephone or SMS. You may opt-out of receiving direct marketing communications from us at any time. If you choose not to opt-out, we will continue to send you these communications unless you tell us otherwise.

If you wish to stop receiving direct marketing communications from us, please tell us at any time by following the opt-out instructions on the communication we send you or you can contact us using the contact details at the end of this policy.

Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

10. Complaints

If you have a complaint about our handling of your personal information, please contact our Privacy Officer (details of which are set out below).

We aim to respond to your complaint within a reasonable timeframe. .

Once you have made a complaint, we may take a number of steps to understand and address your concerns, including:

- **Request for further information:** We may request further information from you, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution.
- **Discuss options:** We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our Privacy Officer.
- **Investigation:** Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
- **Conduct of our employees:** If your complaint involves the conduct of our employees, we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
- **The complaint is substantiated:** If your complaint is found to be substantiated, you will be informed of this finding. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.
- **If the complaint is not substantiated, or cannot be resolved to your satisfaction,** but the procedures in this policy have been followed, Amaze may decide to refer the issue to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.

We may keep a record of your complaint and the outcome.

We are generally unable to deal with anonymous complaints. This is because it is difficult for us to investigate and follow-up anonymous complaints. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try and investigate and resolve the complaint appropriately.

If we fail to respond to your complaint within a reasonable time or if you are dissatisfied with the response that you receive from us, you are entitled to make a complaint to the Office of the Australian Information Commissioner. The contact details are as below:

Address: GPO Box 5288, SYDNEY NSW 20011042

Telephone: 1300 363 992

Facsimile: (02) 6123 5145

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

11. Privacy Policy Changes

This Privacy Policy is reviewed annually by Amaze to ensure it remains current and Amaze may amend and/or update this policy from time to time. Please visit our website for the most current version.

This policy was last updated in February 2026 and approved by the board on 25 February 2026.

12. How to contact us

Individuals can obtain further information in relation to this privacy policy, or provide any comments, by contacting us:

- **Telephone:** 03 9657 1600
- **Post:** Privacy Officer, PO Box 374, Carlton South 3053
- **Email:** privacy@amaze.org.au