

Privacy Policy

Jannawi respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*. By accessing our website or providing your personal information, you consent to the practices described in this policy.

Our policy is designed to help you understand how we manage your personal information and to support informed decisions when engaging with our organisation online. We regularly review and update this policy to reflect new technologies, business practices, and user needs. Any changes will be published on our website.

What Personal Information We Collect

We only collect personal information necessary to deliver our programs and services, manage enquiries, and improve your website experience.

This may include:

- **Personal details:** your name, contact information (phone, email, address).
- **Service-related information:** information you provide when making referrals, enquiries, feedback, or completing online forms.
- **Technical information:** IP address, browser type, pages visited, and other analytics data collected via cookies or similar technologies.

If you correspond with us by email, we may retain the content of your message, your email address, and our responses, and apply the same privacy protections used for information received by mail or telephone.

How We Collect Information

We may collect personal information when you:

- Submit an enquiry or contact form through our website.
- Subscribe to our newsletter for updates.
- Register for events or training.
- Provide feedback or complete surveys.
- Interact with our social media or digital platforms.
- Access our website (automatic collection through analytics or cookies).

Why We Collect and Use Personal Information

We use personal information to:

- Respond to enquiries and provide services.
- Communicate updates, newsletters, or information about our work.
- Manage events, training, and community initiatives.
- Improve our website and user experience.
- Comply with legal, regulatory, and reporting obligations.

We do not sell, rent, or trade any personal information.

Disclosure of Personal Information

Jannawi may disclose personal information to:

- Staff who require access to perform their duties
- Partner organisations or funding bodies involved in program delivery
- External service providers who assist with website hosting, IT support, or analytics.
- Law enforcement or government agencies, where required or authorised by law.

All third parties are required to protect personal information in accordance with privacy laws and Jannawi's confidentiality standards.

Storage and Security

We take all reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Your information is stored securely in password-protected databases and systems, and access is restricted to authorised personnel only.

Use of Cookies and Website Analytics

Our website may use cookies and analytics tools (such as Google Analytics) to improve usability and performance. These tools collect aggregated, non-identifiable information about how visitors use our site.

Access and Correction

You have the right to request access to personal information we hold about you, and to request corrections if the information is inaccurate, incomplete, or out of date.

To make a request, please contact us using the details below. We will respond within a reasonable timeframe in accordance with the APPs.

Links to Other Websites

Our website may contain links to external sites. Jannawi is not responsible for the privacy practices or content of those websites. We encourage you to read the privacy policies of any external site you visit.

Complaints and Enquiries

If you have any questions, concerns, or complaints about how we handle your personal information, please contact us on 02 9750 0500

We will investigate and respond to all complaints in accordance with our Grievance Management Policy and the *Australian Privacy Principles*.

If you are not satisfied with our response, you can contact the **Office of the Australian Information Commissioner (OAIC)**:

- Website: www.oaic.gov.au
- Phone: 1300 363 992

Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal obligations. The latest version will always be available on our website.