



# Privacy Statement

## About the Westpac Foundation

Westpac Community Limited ABN 34 086 862 795 as trustee for the Westpac Community Trust ABN 53 265 036 982 and the Westpac Buckland Fund ABN 58 972 867 380 (collectively, the **Westpac Foundation, we, us, our**) is bound by the *Privacy Act 1988* (Cth) (**Privacy Act**) and must protect your personal information in accordance with the Privacy Act and this Westpac Foundation Privacy Statement (**Privacy Statement**).

The privacy and security of your personal information is very important to us. We are committed to earning and maintaining your trust by carefully and respectfully managing your personal information.

You can view or download a copy of this Privacy Statement online at [Westpac Foundation](#) or contact us for a free printed copy using the contact details under the heading 'Contact Us' below.

## About this Privacy Statement

This Privacy Statement provides important information about how we collect and handle your personal information, including the purposes for which we collect and use your information and the types of organisations we share it with. It also explains how you can access and correct the personal information we hold about you, and how you can make a complaint about our handling of your personal information.

This Privacy Statement explains how we handle and manage personal information we collect about you as a:

- person who donates to the Westpac Foundation (**Donor**);
- person who volunteers with the Westpac Foundation (**Volunteer**);
- community organisation or social enterprise applying for a grant; (**Grant Applicant**);
- former Westpac employee who applies for a financial hardship grant (**FH Applicant**); and
- event attendee at one of our Westpac Foundation events (**Event Attendee**) or subscriber to our newsletter.

In this Privacy Statement we refer to Westpac Banking Corporation ABN 33 007 457 141 (**Westpac**) which provides services to us including administrative support, skilled volunteering, donations and funding for the operational costs of the Westpac Foundation.

The terms “personal information” and “sensitive information” are as defined in the Privacy Act.

“Personal information” includes information or an opinion about an identified individual or an individual who is reasonably identifiable. Examples include an individual’s name, signature, address or date of birth.

“Sensitive information” is a type of personal information that includes information or an opinion about an individual’s racial or ethnic origin, political opinions or associations, religious or philosophical beliefs, trade union membership or associations, sexual orientation or practices, criminal record, health information, genetic information and certain biometric information when used for certain purposes.

### **You do not need to provide us with your personal or sensitive information**

You may choose not to provide us with your personal or sensitive information. However, if you choose not to provide us with the personal and/or sensitive information reasonably requested from you or you fail to provide adequate personal information, we may be unable to assess or accept your FH or Grant application, accept your donation to the Westpac Foundation, engage you as a Volunteer, provide you with information about our grants, facilitate access to the full functionality of our website or otherwise engage with you in respect of our activities, as the case may be.

### **If you give us personal information about someone else**

Before you provide another person’s personal information to us, you must make them aware:

- that you will be doing this;
- of the contents of this Privacy Statement; and
- that we will collect, use and share their personal information in accordance with this Privacy Statement and any other supplementary privacy notices we have notified you of (see immediately below).

### **Supplementary Westpac Foundation Privacy Notices**

On occasion we may need to provide you with information specific to the collection of additional personal information (for example, not specified in this Privacy Statement), in which case we will provide you with a supplementary privacy notice.

Please read this Privacy Statement and any supplementary privacy notices we notify you of and contact us using the details provided under the heading ‘Contact Us’ below if you have any questions.

### **Consent to collect, use and disclosure of your sensitive information**

By providing us with any of your sensitive information which we specifically detail in this Privacy Statement, you consent to our collection, use and disclosure of that sensitive information in accordance with and as set out in this Privacy Statement.

You have the right to withdraw your consent for our collection, use and disclosure of your sensitive information at any time by not providing this information in the relevant event or FH application.

However, if you do not consent to our collection, use and disclosure of your sensitive information we will no longer be able to assess or accept your FH and Grant application, process your donation to the Westpac Foundation, engage you as a Volunteer, provide you with information about our grants or otherwise engage with you in respect of our activities or events, as the case may be.

## What personal information we collect about you and why

The personal information that we collect about you will depend on the circumstances in which we are dealing with you. For example, if you are donating to the Westpac Foundation, applying for a grant, attending an event or subscribing to our newsletter. In the table below, we list examples of what we collect about you and what we use it for:

### For Donors, we collect your:

Type of personal information	Examples of what this may include	Purposes
Personal contact details	<ul style="list-style-type: none"> <li>Your name, gender, signature, address details, telephone number, payment details you use and email addresses.</li> <li>Record of donation payments you have made.</li> </ul>	<ul style="list-style-type: none"> <li>process and confirm your donation to us and issue a receipt for your donation</li> <li>to send you occasional email updates of Westpac Foundation news, events where you have registered to receive these</li> <li>If you attend an event, contact you post event to obtain your feedback and inform you of upcoming events</li> <li>to publish information in our Annual Reports such as the details and outcomes of our grants</li> <li>comply with our legal obligations (for example, taxation, anti-money laundering and Australian Charities and Not-for-profit Commission (ACNC) regulations).</li> </ul>

### For Grant Applicant, we collect your:

Type of personal information	Examples of what this may include	Purposes
Applicant contact details	Your name, signature, organisation address details, contact details such as telephone numbers and email addresses.	<ul style="list-style-type: none"> <li>process your application for grant funding;</li> <li>inform you of the outcome of your grant application;</li> <li>comply with our legal obligations (for example, taxation, anti-money laundering and ACNC regulations);</li> <li>engage, or assist a successful grant applicant to engage, with service providers, contractors, suppliers, other</li> </ul>

Type of personal information	Examples of what this may include	Purposes
		<p>foundations and other potential funders that may be necessary for, or provide opportunities to organisations that are being funded;</p> <ul style="list-style-type: none"> <li>to promote our programs, including issuing media releases when grants are announced and promoting upcoming events.</li> </ul>
Financial information	Bank account number	<ul style="list-style-type: none"> <li>Facilitate payment for grant or other payments.</li> </ul>
Photographs, video or audio recordings	Photographs, video or audio recordings for applications and at our events.	<ul style="list-style-type: none"> <li>process your application for grant funding;</li> <li>for promotional purposes and attendance at our events.</li> </ul>

**If you are FH Applicant, we collect your:**

Type of personal information	Examples of what this may include	Purposes
Personal contact details	<ul style="list-style-type: none"> <li>Your name, date of birth, gender, signature, mailing and residential address details, contact details such as telephone numbers and email addresses.</li> <li>Former employment details at Westpac.</li> </ul>	<ul style="list-style-type: none"> <li>to assess eligibility and process your application for a financial hardship grant;</li> <li>inform you of the outcome of your grant application;</li> <li>comply with our legal obligations (for example, taxation, anti-money laundering and Australian Charities and Not-for-profit Commission regulations).</li> </ul>
Financial information	<ul style="list-style-type: none"> <li>Invoices and receipts includes copies of medical, pharmacy, hospital, home maintenance receipts, any loan or mortgage details.</li> <li>Private health insurance information.</li> <li>Services Australia Centrelink statements containing: <ul style="list-style-type: none"> <li>tax benefits you receive, your regular Centrelink payments</li> <li>future payments you are entitled to and previous irregular payments you have received</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>to assess eligibility for hardship and financial support and extent of support required;</li> <li>process your application for grant funding or facilitate payment for grant;</li> <li>to manage support provided under the grant.</li> </ul>

Type of personal information	Examples of what this may include	Purposes
	<ul style="list-style-type: none"> <li>○ Details of your assets (cash, investments, savings, household and personal effects)</li> <li>○ Details of your partner's income.</li> <li>● Bank account number</li> </ul>	
Sensitive information	Health information including copies of doctor's reports about your medical condition, diagnosis and prognosis.	<ul style="list-style-type: none"> <li>● to assess eligibility for hardship and financial support;</li> <li>● process your application for grant funding.</li> </ul>

**If you are a Volunteer, we collect your:**

Type of personal information	Examples of what this may include	Purposes
Personal contact details	<ul style="list-style-type: none"> <li>● Your name, date of birth, gender, signature, post details, telephone numbers and email addresses.</li> <li>● Details of your employment.</li> </ul>	<ul style="list-style-type: none"> <li>● Engage you as volunteer;</li> <li>● comply with our legal obligations (for example, taxation, anti-money laundering and ACNC regulations);</li> <li>● respond to your queries.</li> </ul>
Photographs, video or audio recordings	Photographs or video images of you.	<ul style="list-style-type: none"> <li>● use on our websites and in publications which may include but are not limited to newspapers, catalogues, video collages, newsletters and advertising material.</li> </ul>

**If you are an Event Attendee or if you subscribe to our newsletter, we collect your:**

Type of personal information	Examples of what this may include	Purposes
Personal contact details	<ul style="list-style-type: none"> <li>● Your name, gender, signature, post details, telephone numbers and email addresses.</li> <li>● For event catering, information about your dietary preferences.</li> </ul>	<ul style="list-style-type: none"> <li>● to register your attendance at our events;</li> <li>● to send you occasional email updates of Westpac Foundation news, events where you have registered to receive these;</li> <li>● to send you our survey or contact you for your feedback after your attendance at our events;</li> <li>● to inform you of upcoming events;</li> </ul>

Type of personal information	Examples of what this may include	Purposes
		<ul style="list-style-type: none"> <li>• respond to your queries;</li> <li>• comply with our legal obligations (for example, taxation, anti-money laundering and Australian Charities and Not-for-profit Commission regulations).</li> </ul>

We may also collect and/or use your personal information for other or additional purposes where permitted or required by law or where you have provided us with your consent to do so.

### **Laws that require us to collect, use and/or disclose your personal information**

Certain laws require us to collect, use and/or disclose your personal information in particular circumstances, including:

- to handle and manage your personal information as regulated by the *Privacy Act 1988 (Cth)*; and
- if we are required to disclose personal information to receivers or bankruptcy trustees (or similar) under the *Bankruptcy Act 1966 (Cth)* and *Corporations Act 2001 (Cth)*.

### **How we collect personal information about you**

We collect your personal information about you directly from you, whether in person, over the phone or electronically such as through our website or platforms, when you register for an event or newsletter or as part of your engagement with us.

From time to time we may collect information about you from third parties. For example, we may collect your personal information from:

- our grant partner organisations, including Westpac, who jointly with us facilitate our grant making activities;
- social media platforms if you publicly comment or send us a private message (but we will never ask you to give us personal information publicly over a social media platform that we use);
- publicly available sources of information, such as name, role and associated charities of responsible persons from public registers e.g. Australian Charities, Not-for-profits Commission (ACNC) Charity Register and LinkedIn profiles; and
- your representatives (including your legal adviser, executor, administrator, guardian, trustee or attorney).

### **Who we disclose your personal information to and why**

We may disclose or share your personal information with third parties but only for the purposes listed below or as otherwise permitted by the Privacy Act:

Third Party	Purposes
Volunteers	Persons involved in the establishment and maintenance of our programs involving the provision of non-financial support (for example, volunteer and pro bono support).
Regulatory authorities, and government bodies	Regulatory bodies, government entities or agencies and law enforcement bodies in any jurisdiction where required or authorised by law to do so.
Other persons	<ul style="list-style-type: none"> <li>• Persons involved in the assessment of applications, employees of Westpac assisting with the assessment and selection process including foundation, legal, risk and finance reviewers;</li> <li>• Other persons that assess volunteer and grant applications with Westpac Foundation or otherwise in connection with a grant or fundraising program, such as community representatives; and</li> <li>• Our agents, contractors and service provider travel consultants who facilitate attendees' travel requirements.</li> </ul>

We may also disclose your personal information for other or additional purposes where required or authorised by law or where you have provided us with your consent to do so.

### Sharing your personal information overseas

We do not disclose your personal information to third parties located outside Australia.

### How we protect your personal information

We take a range of physical, electronic and other security measures, to reasonably protect the security, confidentiality and integrity of your personal information (including your sensitive information) which we hold. For example:

- access to our information systems is controlled through identity and access management controls;
- employees and contractors are bound by internal information security policies and are required to keep personal information secure;
- all employees and contractors are required to complete training about privacy and information security;
- volunteers and others providing pro-bono support must follow confidentiality requirements and information security procedures;
- we monitor and review our compliance with internal policies; and
- we regularly assess our security measures against industry best practices.

### Accessing and correcting your personal information

You can request access to the personal information (including your sensitive information) that we hold about you. You can also ask for corrections to be made to it. To do either of these, please contact us using the contact details under the heading 'Contact Us' below.

We will seek to verify your identity before we allow access, or make changes, to your personal information.

There is no fee for requesting corrections to your personal information or for us to make those corrections. In some circumstances, we may charge you a reasonable amount for providing you

access to your personal information to cover the costs of locating the information, copying it and supplying it to you.

We are not required to provide you with access to your personal information in certain limited circumstances, for example where a Court or Tribunal order requires us to deny access. There are also certain circumstances in which we are not required to correct your personal information – for example, where we are not satisfied that the information we have on record for you is inaccurate, out-of-date, incomplete, irrelevant or misleading.

If we refuse to give you access to or to correct your personal information, we will give you a notice explaining our reasons (except to the extent it would be unreasonable or unlawful for us to do so) and provide you with information on how you can complain about our refusal.

## **Resolving your privacy complaints and concerns**

If you have a question or complaint about how your personal information is being handled by us, please contact us by using the contact details under the heading 'Contact Us' below. We will acknowledge your complaint as soon as we can and we will let you know if we need any further information from you to resolve your complaint.

We aim to resolve complaints as quickly as possible. We strive to resolve complaints within thirty (30) days. If your complaint is taking longer, we will let you know what is happening and a date by which you can reasonably expect a response.

## **Office of the Australian Information Commissioner**

Under the Privacy Act you may also complain to the Office of the Australian Information Commissioner (**OAIC**) if you have raised a complaint with us and you are not happy with our response or have concerns about the way we handle your personal information.

The contact details for the OAIC are set out below:

Mail: GPO Box 5218, Sydney NSW 2001  
Phone: 1300 062 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Online enquiries: <https://www.oaic.gov.au/privacy/privacy-complaints>

## **Contact us**

If you wish to contact us, please use the contact details below:

By writing to: Westpac Foundation  
Level 19, Westpac Place  
275 Kent Street  
Sydney, NSW 2000  
By email: [westpacfoundation@westpac.com.au](mailto:westpacfoundation@westpac.com.au)

## **Changes to this Privacy Statement**

We may update this Privacy Statement from time to time. Please ensure you review it periodically for changes. An up-to-date version of this Privacy Statement is available at any time at Westpac Foundation - <https://www.westpac.com.au/about-westpac/our-foundations/westpac-foundation>.



Your continued engagement with us or the provision by you of further personal information to us after this Privacy Statement has been revised will be deemed to be your acceptance of (and, for sensitive information, your consent to) the so revised Privacy Statement.

This Privacy Statement was published in February 2024.

*Westpac Foundation acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respect to Australia's First Peoples, and to their Elders, past and present.*

Westpac Community Limited ABN 34 086 862 795 as trustee for the Westpac Community Trust ABN 53 265 036 982 and the Westpac Buckland Fund ABN 58 972 867 380.