

Collecting Your Information

Mindful Margaret River Inc. trading as Mind-Ed, is committed to ensuring that any participant information provided to us is only used for the purposes for which it is collected – to provide participants with the most appropriate services and care. We will only collect participant personal information where it is reasonably necessary for the functioning of our program, or more importantly, for participant safety.

As an Australian-based program, any data and information collected is held, used and disclosed in accordance with Schedule 1 of the *Privacy Act 1988* and other relevant Australian and state laws in relation to the management of personal information. The Privacy Act allows for participants to identify themselves by way of a pseudonym, however, an exception to this is where it would be deemed reasonably impractical for Mind-Ed to deal with an unidentified participant. This is commonly the case, especially if we feel that an individual is at risk of harm or danger.

Use and Disclosure of Your Information

During participation in our Mind-Ed services we may collect, hold and disclose your personal information in line with the Privacy Act 1988. This can include but is not restricted to name, address, emergency contact details, age etc. Participants personal information may be entered into our database and will only be used for program purposes.

Primarily for:

- Program participant identification.
- Ensuring that participants receive the correct support,
- The management and handling of participant confidential information and
- The safety of the participant.
- Preventing or reducing a serious and imminent threat to somebody's life or health.

Participant information will be obtained, used or disclosed only for the purposes listed above, except as authorised under the Privacy Act, required by law or authorised by participant consent.

Mind-Ed Website – Information Collected

- If accessing the website of Mind-Ed some personal information may be collected as a result. However, we will never try to identify you from accessing the website and we respect the privacy of all website users. Some information that may be collected from your use of the website is:
- The fact that the website has been accessed, including the date and the time of

- Pages that have been accessed and any files which have been downloaded,
- The type of browser you use and
- Information regarding your server address.

Data Quality

Mind-Ed takes steps to ensure that any personal information collected is accurate, up-to-date and complete. These steps include maintaining and updating personal information when we are advised by participants that it has changed and where applicable, checking that information provided about a participant by another individual is accurate.

Data Security

Mind-Ed takes the utmost care to protect the personal information that we hold on participants against loss, unauthorised access, use, modification or disclosure and any other misuse. These steps include reasonable security safeguards for electronic and/or hard copy of paper records we hold and our safeguards are identified below.

Reasonable physical safeguards include:

- Locking filing cabinets and unattended storage areas
- Physically securing the areas in which the personal information is stored
- Not storing personal information in public areas
- Positioning computer terminals and fax machines so that they cannot be seen or accessed by unauthorised people or members of the public.

Reasonable technical safeguards include:

- Using passwords to restrict computer access, and requiring regular changes to passwords
- Establishing different access levels so that not all staff can view all information
- Ensuring information is transferred securely (for example, not transmitting private information via non-secure email)
- Using electronic audit trails
- Installing virus protection and firewalls.

Request for access to Participant Information

Participants of Mind-Ed will be provided with easy to understand information that explains how personal information and data is collected.

Participants of this program have the right to access their personal information under the Privacy Act 1988 and the Australian Privacy Principles. Mind-Ed complies with this legislation and allow participants the right to access any information, request amendments or request removal of any information that we hold on them.

For more information, you can view our policies online under Publications or contact us on info@mind-ed.org.au.

If you are unhappy with information that is being collected, or you have any further concerns, please access our Mind-Ed Feedback and Complaints Policy 2025 or contact any Mind-Ed team member via info@mind-ed.org.au.

Contact for more information

Mind-Ed

Chief Executive Officer

ceo@mind-ed.org.au

Chair

chair@mind-ed.org.au

Appendix 1

Regulators for Charities

Commonwealth

Legal structure (incorporation)

Australian Securities and Investments Commission (ASIC)

Telephone: 1300 300 630

Office of the Registrar of Indigenous Corporations (ORIC)

ORIC regulates Aboriginal and Torres Strait Islander corporations

Telephone: 1800 622 431

Fundraising

Australian Securities and Investments Commission (ASIC)

ASIC regulates companies seeking funds from the public, and requires fundraising disclosure documents.

Telephone: 1300 300 630

Australian Competition and Consumer Commission (ACCC)

The ACCC regulates on consumer law, for example, misleading and deceptive conduct.

Telephone: 1300 305 502

Western Australia

Legal structure (incorporation)

Department of Mines, Industry Regulation and Safety

Telephone: 1300 304 054

Fundraising

Department of Mines, Industry Regulation and Safety

For information about fundraising registration and regulatory requirements:

Telephone: 1300 304 054