

## Privacy Policy

Respecting the privacy and confidentiality of Soka Gakkai International Australia (ACN 005 126 107) ("SGIA") members, leaders, and volunteers is a basic value of SGIA.

This Privacy Policy applies to SGIA ("we", "us", "our") and explains how we handle personal information and, to the extent required by law, comply with the requirements of applicable privacy laws ("Privacy Laws"). If you have further questions relating to this policy, please contact our General Manager at [admin@sgiaust.org.au](mailto:admin@sgiaust.org.au).

In addition to their obligations under this Privacy Policy, all employees and volunteers of SGIA who collect and handle personal and sensitive information enter into a confidentiality agreement with SGIA.

### 1. Collection of personal information

1.1 The types of personal information SGIA usually collects include:

- (a) contact details (i.e. your name, address, email, phone and facsimile details);
- (b) information required for you to donate or subscribe to us, buy items from our online shop or otherwise transact with us, including bank account and credit card details;
- (c) age and information on personal lifestyle preferences; and
- (d) statistical information regarding the use of the SGIA websites, including website users' IP addresses and the dates and times of visits.

1.2 We usually collect personal information through:

- (a) our websites;
- (b) use of social media;
- (c) orders for products or services;
- (d) third party service providers;
- (e) Other Soka Gakkai International organisations;
- (f) SGIA office and volunteer administrators;
- (g) requests for brochures, to join a mailing list or to be contacted for further information about our products or services;
- (h) provision of services and support to our members; and/or
- (i) responses to surveys or research conducted by us or on our behalf.

1.3 If you do not provide us with the information we request, we may not be able to fulfill the applicable purpose of collection, such as to supply products or services to you.

1.4 Where practicable, we will collect personal information directly from you. If we receive information about you from someone else, we will take reasonable steps to ensure you are aware that we have collected personal information about you and the circumstances of the collection.

## **2. Use and disclosure of personal information**

- 2.1 We will only use and disclose your personal information in accordance with Privacy Laws and this Privacy Policy.
- 2.2 Our main purposes for collecting, holding, using and disclosing personal information are:
- (a) to supply products or services to our members;
  - (b) to support our functions and activities;
  - (c) to respond to enquiries from existing or prospective members seeking information about our products or services;
  - (d) to undertake research and surveys and analyse statistical information; and
  - (e) to comply with legislative and our policy requirements including in relation to occupational health and safety and environmental matters.
- 2.3 We generally explain at the time we collect personal information how we will use or disclose that information. We will only use or disclose personal information for a purpose other than for which it was collected or a related purpose if you have consented to such different use or disclosure or such use or disclosure is otherwise allowed by the Privacy Laws.
- 2.4 We would not disclose personal information to any individual or another organisation unless:
- (a) you have consented to such disclosure in accordance with clause 2.3;
  - (b) it is required by law;
  - (c) we believe it is necessary to provide you with a product or service which you have requested; and/or
  - (d) it is necessary to protect the rights, property or personal safety of any of our members, any member of the public or our interests.

## **3. Service providers**

- 3.1 We use a range of service providers to help us maximise the quality and efficiency of our services and our business operations. This means that individuals and organisations outside of ours, such as electronic fund transfer service providers, will sometimes have access to personal information held by us and may use it on behalf of us. We require our service providers to adhere to strict privacy guidelines and not to keep this information or use it for any unauthorised purposes.

## **4. Disclosure of information outside Australia**

- 4.1 Our practice is that all information SGIA collects will be held in Australia and will not be shared with third parties located overseas, including Soka Gakkai International. However, if we do disclose information outside of Australia, that disclosure will occur in accordance with applicable Privacy Laws.

## **5. Our website privacy practices**

We sometimes use cookie technology on our websites to provide information and services to web site visitors. Cookies are pieces of information that a website transfers to your computer's hard disk for record keeping purposes and are a necessary part of facilitating online transactions. Most web browsers are set to accept cookies. Cookies are useful to estimate our number of members and determine overall traffic patterns through our websites.

If you do not wish to receive any cookies you may set your browser to refuse cookies. This may mean you will not be able to take full advantage of the services on the website.

## **6. Links to other websites**

- 6.1 Our websites may contain links to third party websites. These linked sites are not under our control and we are not responsible for the content of those sites nor are those sites subject to our Privacy Policy. Before disclosing your personal information on any other website we recommend that you examine the terms and conditions and Privacy Policy of the relevant site. SGIA is not responsible for any practices on linked websites that might breach your privacy.

## **7. Accessing and correcting the information we keep about you**

- 7.1 If at any time you want to know exactly what personal information we hold about you, you are welcome to request access to your record by contacting us at [admin@sgiaust.org.au](mailto:admin@sgiaust.org.au). Our file of your information will usually be made available to you within 14 days.
- 7.2 If at any time you wish to change personal information that we hold about you because it is inaccurate or out of date, please contact us at [admin@sgiaust.org.au](mailto:admin@sgiaust.org.au) and we will amend this record. If you wish to have your personal information deleted, please let us know in the same manner as referred to above in clause 7.1 and we will take all reasonable steps to delete it unless we need to keep it for legal reasons.

## **8. Storage and security of your personal information**

- 8.1 We will endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate, up to date and complete.

## **9. Retention of information**

- 9.1 When we no longer need to use your information, we will take steps to properly de-identify or destroy it.

## **10. Contacting Us**

- 10.1 If you have any concerns or complaints about how we handle your personal information, or if you have any questions about this policy, please contact our General Manager at [admin@sgiaust.org.au](mailto:admin@sgiaust.org.au) or by mail at:

General Manager  
SGI Australia  
3 Parkview Drive  
Sydney Olympic Park, NSW 2127

- 10.2 In most cases we will ask that you put your request in writing to us. We will investigate your complaint and will use reasonable endeavours to respond to you in writing within 30 days of receiving the written complaint.

## **11. Future changes**

- 11.1 We operate in a dynamic environment. This may require our policies to be reviewed and revised. We reserve the right to change this Privacy Policy at any time and notify you by posting an updated version of the policy on its website. If at any point we decide to use personal information in a manner materially different from that stated at the time it was collected we will notify users by email or via a prominent notice on our website, and where necessary we will seek the prior consent of our users.

Last reviewed: 28 September 2021