

## **Privacy Policy**

### **1. Purpose of This Policy**

K.I.N. Care Collective Inc. (“we”, “us”, “our”) is committed to protecting the privacy of all individuals and organisations who engage with us, including:

- Children, young people, parents, carers and families
- Donors, sponsors, partners and supporters
- Government and non-government agencies
- Community members participating in programs or consultations

This policy explains how we collect, use, store, and protect personal information across all areas of our work, in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

### **2. What Information We Collect**

We collect different types of information depending on the service stream.

#### **A. Client, Family & Assessment Information**

(For kinship & foster carer assessments, parenting capacity assessments, and in-home family support)

We may collect:

- Names, dates of birth and contact details
- Cultural identity, language, and community connections
- Family relationships and household composition
- Case history, referral information and statutory involvement
- Parenting capacity, strengths, risks and support needs
- Information about children’s development, wellbeing and safety
- Professional reports, assessments, court documents or case notes
- Sensitive information (e.g., health, mental health, disability, trauma history, domestic and family violence)
- Information provided by third parties such as schools, health professionals, Child Safety, or other service providers

#### **B. Individual Project Work**

(Consultancy, audits, reviews, training, community engagement)

We may collect:

- Contact details of organisational representatives
- Project-related documents, data sets or case samples
- Stakeholder feedback or consultation responses
- Information necessary to complete contracted work

### **C. Donor, Sponsor & Partner Information**

We may collect:

- Personal contact details
- Organisation or business name
- Donation amounts, frequency and payment method
- Sponsorship level or package
- Event attendance
- Communication preferences
- Consent for public recognition

## **3. How We Collect Information**

We collect information through:

### **Client & Assessment Services**

- Referrals from government or non-government agencies
- Direct engagement with families, carers and children
- Interviews, home visits and assessment sessions
- Professional reports, case files and collateral information
- Court orders or statutory documentation

### **Individual Project Work**

- Project briefs and contracts
- Consultation sessions, surveys or interviews
- Documents provided by commissioning organisations

### **Donors & Partners**

- Online donation forms
- Sponsorship agreements

- Email or phone communication
- Event registrations
- Website enquiries
- In-person meetings
- Social media interactions (if you contact us directly)

We only collect information that is reasonably necessary for our work.

#### Recording of Interviews

As part of delivering assessments (including kinship and foster carer assessments and parenting capacity assessments), we may request permission to audio-record interviews or assessment sessions. Recordings are used solely to ensure accuracy, support high-quality report writing, and maintain defensible assessment practices.

Recording interviews is permitted under Queensland's Invasion of Privacy Act 1971 (Qld), which allows conversations to be recorded when **all parties are aware and agree**. It is also consistent with our obligations under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), which require that personal information is collected lawfully, with consent, and for a clear and legitimate purpose.

Recordings will only be made when:

- All participants provide informed, written consent, and
- The recording is reasonably necessary for the assessment being delivered.

Recordings are stored securely with restricted access and are not shared outside K.I.N. Care Collective Inc. unless required by law.

Recordings are securely deleted once the assessment is finalised, typically after the assessment report has been signed by carers or submitted to the referring agency, unless a longer retention period is legally required.

Choosing not to be recorded will not affect access to services.

## **4. Why We Collect Your Information**

### **A. For Client & Assessment Services**

We collect information to:

- Deliver safe, high-quality support and assessment services
- Understand family strengths, risks and support needs
- Meet contractual, legislative and reporting obligations
- Provide accurate, defensible assessments

- Support child safety, wellbeing and permanency planning
- Coordinate services and ensure continuity of care

#### **B. For Individual Project Work**

We collect information to:

- Deliver contracted consultancy, review or audit services
- Analyse systems, processes or case samples
- Provide recommendations, reports or training
- Meet project reporting requirements

#### **C. For Donors, Sponsors & Partners**

We collect information to:

- Process donations and issue receipts
- Manage sponsorships and partnerships
- Provide updates on our work and impact
- Comply with legal and financial reporting obligations
- Maintain accurate donor records
- Communicate opportunities to support our programs
- Recognise donors (only with consent)

We will never sell, rent, or trade your personal information.

### **5. How We Use and Share Information**

#### **Internal Use**

- Case management, assessment and service delivery
- Donor stewardship and relationship management
- Reporting to our Board
- Financial reconciliation
- Impact reporting

We may share information with:

#### **For Client & Assessment Services**

- Government agencies (e.g., Department of Child Safety)
- Courts or legal representatives (where required)

- Other service providers involved in a family's support
- Professional consultants or subcontractors assisting with assessments

For Individual Project Work

- Commissioning organisations
- Subcontractors or specialist consultants

For Donors & Partners

- Accountants or auditors
- Payment processors
- Email or CRM service providers
- Event partners (only when necessary)

All third-party providers must comply with privacy and confidentiality requirements.

We do not share donor information with other charities or businesses for marketing.

## **6. How We Store and Protect Your Information**

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

This includes:

- Secure CRM and case management systems
- Password-protected files and encrypted storage
- Restricted staff access based on role
- Encrypted payment gateways
- Secure transfer of sensitive documents
- Regular data backups
- Staff training in privacy and confidentiality

If a data breach occurs, we will follow the Notifiable Data Breaches Scheme [Notifiable data breaches | OAIC](#)

## **7. Public Recognition of Donors**

We may publicly acknowledge donors or partners only with explicit consent.

You may choose to remain anonymous at any time.

## **8. Accessing or Updating Your Information**

You may request to:

- Access your personal information
- Update or correct your details
- Change communication preferences
- Opt out of future contact

Requests can be made by contacting:

[dee@kincarecollective.org.au](mailto:dee@kincarecollective.org.au)

## **9. How Long We Keep Your Information**

We retain information only for as long as required for:

- Legal and statutory obligations
- Contractual requirements
- Financial reporting
- Service delivery and case management
- Relationship management

When no longer needed, information is securely destroyed.

## **10. Overseas Disclosure**

We do not routinely disclose personal information overseas.

If a third-party provider stores data offshore (e.g., cloud services), we ensure they meet privacy and security standards consistent with Australian law.

## **11. Updates to This Policy**

We may update this policy from time to time.

The latest version will always be available on our website.

## **12. Contact Us**

For questions, concerns, or privacy requests, please contact:



K.I.N. Care Collective Inc.

Email: [dee@kincareservices.org.au](mailto:dee@kincareservices.org.au)