

# Privacy Policy

At **Social Enterprise Network Victoria Ltd** (we/us/our), we are committed to protecting your privacy and the confidentiality of your personal information. This Privacy Statement outlines how we collect, use, and protect your personal information. By accessing or using our website or social media sites, you agree to the terms of this Privacy Statement.

The following should be read in conjunction with any specific privacy collection notices that we've developed for specific stakeholders from whom we collect personal information.

## 1. Collection of personal information

We only collect personal information that is necessary for us to operate as a business and to provide our services and activities to the sector. The types of personal information we collect may include your name, contact details, organisation, interests, and other information relevant to your interaction with us. We may collect personal information through various means, including:

- When you register as a member of Social Enterprise Network Ltd
- When you participate in our consultations, events, programs, surveys or other activities
- When you make a payment to us
- When you visit and use our website and social media platforms
- When you contact us by phone, email, or other means.

When you visit our website or social media platforms, we may collect information about your browsing activity, including the pages you visit, the links you click, and other actions you take while on our site. These technologies help us to understand how users interact with our site and to provide you with a better user experience. You can choose to disable cookies in your web browser settings, but this may affect your ability to use some features of our website.

Our website uses Google Analytics and will track general activity across the site, including link clicks, page visits and time spent on page. Google Analytics does not save users specific information. For more information about Google Analytics please see [Google's Privacy Policy](#).



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

We use personal information for the primary purpose for which it was collected or for a related secondary purpose that is within your reasonable expectations. The primary purposes for which we may use personal information include:

- To comply with our legal obligations and to exercise our rights under the law
- To carry out our governance and management responsibilities
- To communicate with you and provide you with our services and activities
- To process your membership, payment or engagement
- To provide you with information about our consultations, events, programs, and activities
- To conduct research, surveys, and analysis to improve our services and activities

When you visit our website or social media platforms, we may use your personal information to provide you with the products and services you have requested, to send you promotional and marketing materials, and to respond to your inquiries and support requests. We may also use your information to improve our website and to personalise your user experience.

## **3. Disclosure of personal information**

We may disclose personal information to third parties in the course of providing our services and activities or for a related secondary purpose. The third parties to whom we may disclose personal information may include:

- Regulatory bodies and authorities as required by law
- Our partners and sponsors who support our activities and events
- Our service providers, such as IT service providers, payment processors, and marketing/event management companies

## **4. Security of personal information**

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. We maintain physical, electronic, and procedural safeguards to protect personal information, and we regularly review and update our security measures.

It is our standard practice to destroy or de-identify your personal information once it is no longer needed. If we are required to give your personal information to a person or organisation that provides services to us or to comply with legal process, we will take reasonable steps to prevent unauthorised use or disclosure of your personal information.

Despite all precautions we take to protect your personal information, as our websites and social media sites are linked to the Internet and the Internet is inherently insecure, we cannot provide assurance regarding the security of any transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

In our commitment to privacy, we encourage users to actively protect their personal information. This includes being vigilant against phishing, using strong, unique passwords, regularly updating software, securing internet connections, especially on public Wi-Fi, monitoring account activities, being cautious with the amount of personal information shared on social media, understanding third-party privacy policies, and securely disposing of personal data. While we take extensive measures to safeguard your information, personal vigilance is crucial in maintaining online security.

Our websites and social media sites may include embedded content and contain links to other sites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party sites and we are not responsible for the privacy policies or the content of any third party sites. Third party sites are responsible for informing you about their own privacy practices.

## **5. Access and Correction of Personal Information**

You have the right to access and correct personal information we hold about you, subject to some exceptions. To request access or correction of your personal information, please contact us at the address below and we will aim to get back to you within 7 working days.

You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

## **6. Changes to this Privacy Policy**

We may change this Privacy Statement from time to time. We encourage you to check this Privacy Statement regularly for any updates.

## **7. Contact Us**

Please contact us at [hello@senvic.org.au](mailto:hello@senvic.org.au) if you wish to:

- Query how your personal information is collected, held, used or disclosed
- Ask questions about this Privacy Statement
- Obtain access to or seek correction of your personal information
- Make a complaint about a breach of your privacy,

We aim to respond to concerns and requests promptly. We are committed to quick and fair resolution of any complaints and will ensure your complaint is taken seriously. You will not be victimised or suffer negative treatment if you make a complaint.