



# Privacy policy

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## General

At 50-50 Foundation Limited ACN 161 685 776 (referred to in this document as **we, us** or **our**) we are about uniting people to raise funds for charities, good causes and community projects. We understand that part of uniting people means respecting each individual we deal with and this extends to respecting and protecting personal information. To the extent that the Privacy Act 1988 (Cth) (**Privacy Act**), and the Australian Privacy Principles (**APPs**) govern the way in which we must manage your personal information, this policy sets out how we collect, use, disclose and otherwise manage personal information about you.

By proceeding to enter a 50-50 charity raffle, art union or lottery, you consent to the collection, use, and disclosure of your personal information in accordance with this privacy policy.

## How do we collect personal information about you?

We may collect personal information about you through a variety of avenues, and it will generally be collected from you directly through the use of any of our standard forms (including entry forms), over the internet, via email, or through a telephone conversation with you.

The main point at which we will collect personal information is when you enter a 50-50 charity raffle, art union or lottery. Personal information may also be collected through other avenues including through contracts with charitable partners, sporting organisation partners or goods/services suppliers, public sources including social media channels, use of our website(s), or through other general promotions/competitions that we may conduct.

Sometimes we may generate new personal information through reports and analysis based on other personal information we hold.

If we receive unsolicited information about you that we do not ask for or which is not directly related to our functions or activities, we may be required to destroy or de-identify that information, provided it is lawful and reasonable to do so.

## What kind of personal information do we collect and hold?

The personal information that we collect will vary depending on the purpose for which the information is collected. Generally, the types of personal information that will be collected include name, phone number, email address and residential address, and may include information collected through and about the use of our digital platforms including (but not limited to) geographic location, user preferences, "cookie" information and information about the devices you use to access those platforms. See the 'Internet users' section below for more details about our collection of information about internet users.

The Privacy Act defines some types of personal information as sensitive. We don't commonly collect sensitive information, which includes information about a person's race, ethnic origin, political opinions, health, religious or philosophical beliefs and criminal history. In the event we require any sensitive information we would only collect and use it with your permission or otherwise in accordance with the legal requirements applicable to that information.

## Why do we collect, hold and use personal information?

The personal information that we collect and hold about you depends on your interaction with us. Generally, we will collect, use, disclose and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities including for the



purposes of:

- (a) locating, verifying, and publishing prize winners;
- (b) providing goods and services to you or someone else you know;
- (c) facilitating our internal business operations, including systems development and testing, risk management, investigation of unlawful activity, staff training, maintaining our records and the fulfilment of any legal requirements under charitable gaming laws;
- (d) analysing our goods and services and customer needs with a view to developing new or improved goods and services; and
- (e) contacting you, and facilitating our related and affiliated entities and our charitable, sporting organisation, or commercial partners contacting you, to let you know about our and their upcoming events, products, services, benefits and promotions that may be of interest to you, subject to applicable legal restrictions and your choices (see the 'Direct marketing' section below).

Further information about our reasons for collecting, holding, using and disclosing personal information may be made apparent at the time, or if that is not practicable, as soon as practicable after, the personal information is collected.

### **Collection required by law**

In some Australian states and territories, collection of certain information may be a requirement of charitable gaming laws. If this is relevant, we will let you know relevant details at the time of collection, or if that is not practicable, as soon as practicable after the personal information is collected.

### **Failure to provide information**

If the personal information you provide to us, or we seek about you, is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the goods and services you, or they, are seeking.

### **Internet users**

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally on their own, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively. Popular browsers will usually give users a level of control over cookies. You can set your browsers to accept or reject all, or certain, cookies. You can also set your browser to prompt you each time a cookie is offered. Most cookies are easy to delete, and the Help function within your browser should tell you how. Some digital services may not load properly or function as intended if cookies are disabled.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

### **Use and disclosure**

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:



**FOUNDATION**

- (a) our employees, contractors, and related and affiliated entities for the purpose of providing our services, operating our business, and fulfilling requests by you;
- (b) service providers who assist us in operating our business (including cloud data storage suppliers, IT suppliers, mail distribution service suppliers, financial service providers, marketing and advertising providers or professional advisors such as lawyers, accountants, and auditors), and these service providers may not be required to comply with our privacy policy;
- (c) our related and affiliated entities so that those organisations may provide you with information about goods and services and various promotions;
- (d) our charitable, sporting organisation or commercial partners, so they can let you know about their upcoming events, products, services, benefits, and promotions that may be of interest to you;
- (e) third parties to whom you have agreed we may disclose your information; and
- (f) as required or authorised by law, a law enforcement body, relevant authority or charitable sector or gaming regulator.

Certain personal information of prize winners may be published at sporting stadiums, in our publications, newspapers, on promotional material, on our websites or on social media channels. The details to be published in this way will be disclosed to you at the time of collection of the personal information.

### **Disclosure of personal information overseas**

We are not likely to disclose your personal information to overseas recipients, except as permitted by the Privacy Act, unless we tell you otherwise at the time or, if that is not practicable, as soon as practicable after, the personal information is collected.

### **Direct marketing**

If you subscribe to our mailing list, or order through our website, we may use or disclose your personal information (excluding sensitive information) for direct marketing purposes where permitted by law. We will obtain your specific consent to use or disclose sensitive information for the purposes of direct marketing. We may include third party offers in our marketing communications.

You will be able to opt-out of direct marketing at any time with no charge to you, or request us to provide you with our source of your information used for direct marketing, by email to [info@5050foundation.net.au](mailto:info@5050foundation.net.au), or through the unsubscribe/opt-out option in our marketing communications. We will then ensure that your name is removed from our mailing list.

If you receive communications from us that you believe have been sent to you other than in accordance with this policy, or in breach of any law, please contact us using the details provided below.

### **Security**

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We will take all reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure, including electronic and physical security measures such as security training, firewalls, passwords, locks and system access restrictions.

The personal information we do collect is either stored on in-house data servers located in Australia or transferred to a server located in Australia and hosted by a third party. We take all reasonable steps to ensure any third-party data storage suppliers we partner with have appropriate cyber and physical security controls in place.



## **Access and correction**

You may access the personal information we hold about you upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete, or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete, and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint. There is no fee for making any corrections to your personal information.

## **Complaints and feedback**

We are committed to making a lasting and positive impact on people's lives so if you would like to let us know how we can better achieve this or would like to make a complaint about the way in which we manage personal information, a breach of the Privacy Act, the APPs or a privacy code that applies to us, please contact us using the details below and we will take reasonable steps to investigate and assess the complaint and respond to you with the aim of resolving the complaint in a timely manner.

If you have any queries or concerns about our privacy policy or the way we handle your personal information, or wish to make a personal information access or correction request, please contact our privacy officer at:

Street address: GPO Box 1066, Brisbane, QLD, 4001

Email address: [info@5050foundation.net.au](mailto:info@5050foundation.net.au)

Website: [www.5050foundation.net.au](http://www.5050foundation.net.au)

For more information about privacy in general, you can visit the Office of the Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au).

If you wish to make a complaint about the collection, use or disclosure of your personal information, please contact our privacy officer, and we will work with you to resolve the issue.

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner. To lodge a complaint, visit the 'Complaints' section of the Information Commissioner's website, located at <http://www.oaic.gov.au/privacy/privacy-complaints>, to obtain the relevant complaint forms, or contact the Information Commissioner's office.

## **Additions and Jurisdiction**

We may amend the privacy policy at our sole discretion, and it is your responsibility to review this page from time to time.

We may do things in addition to what is stated in this privacy policy to comply with the APPs, and nothing in this privacy policy shall deem us to have not complied with the APPs.



**FOUNDATION**

The laws of the Queensland, Australia apply to this privacy policy and the parties submit exclusively to the courts of that jurisdiction in relation to any alleged breach of this policy.