



PRIVACY POLICY

Purpose This policy outlines how Mibilla Foundation collects, uses, stores and protects personal information.

The Foundation is committed to protecting the privacy of individuals and handling personal information responsibly and in accordance with applicable Australian privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) where they apply.

Scope This Policy applies to personal information collected and handled by the Mibilla Foundation in connection with our programs, services and activities.

This includes information relating to participants, beneficiaries, applicants, staff, contractors, volunteers, donors and other individuals who interact with the Foundation.

1. Introduction

1.1. The Mibilla Foundation respects your privacy and is committed to protecting your personal information. This policy explains what personal information we may collect, how we collect it, why we collect and use it, when we may share it, how we store and protect it; and your rights in relation to your personal information.

1.2. We aim to collect only information that is reasonably necessary for our activities, programs and services.

Where appropriate, we will seek consent before collecting, using or sharing personal information, particularly where consent is required by law.

2. Information We Collect

Depending on how you interact with the Foundation, we may collect:

- Contact details (name, phone number, email, address).
- Identification details (date of birth, gender, cultural identity where relevant to our programs, and identification documents where reasonably required).
- Financial details (income, expenses, savings information, bank statements, payslips, and other financial information relevant to providing our programs or services).
- Employment information (employment details and status, employment history, background checks, references, and other relevant details for staff or volunteers).
- Housing and tenancy information where relevant to our programs or services.
- Program and participation information (applications, registrations, assessments, attendance, and information relating to participation in our programs or services.).
- Information about children, where reasonably required for our programs and with appropriate consent.
- Website and technology information (cookies, IP addresses, device information and website usage information).

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- Information provided through correspondence (including information contained in emails, text messages, photographs, screenshots and documents provided to the Foundation).

3. How We Collect Information

We may collect personal information:

- directly from you (application forms, online forms, email, phone calls, text messages, meetings, events or other communications);
- through photographs, screenshots or electronic copies of documents you provide to us;
- from third parties where permitted by law and, where required, with your consent; and
- through technology (including cookies, website analytics and other digital services).

4. Why We Collect Information and Use Information

We collect and use personal information for purposes reasonably connected with our activities, programs and services, including to:

- provide programs, services and support;
- assess and administer applications;
- communicate with participants, applicants, volunteers and other individuals;
- understand individual circumstances and support needs;
- administer grants and other programs;
- maintain appropriate records;
- meet legal, regulatory, funding and reporting obligations;
- process donations and issue receipts.
- monitor and improve our programs and services;
- manage our organisation and operations;
- improve our website and digital services.

5. Consent and Collection of Information

Where consent is required, we will seek consent before collecting, using or sharing personal information.

Some information may be collected, used or disclosed without consent where this is permitted or required by law, including where necessary to provide a service, comply with a legal obligation or protect an individual's safety.

Providing certain information may be necessary for us to provide a particular program or service. Where you choose not to provide information that is reasonably necessary, this may affect our ability to provide that program or service.

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6. How we Use and Share Information

We use personal information only for purposes reasonably connected with our activities, programs and services. Where reasonably necessary, we may share personal information with:

- authorised staff;
- contractors and professional advisers;
- suitably qualified professionals engaged to provide services or support;
- service providers, such as IT, cloud storage, email and technology providers;
- organisations involved in providing or administering our programs; and
- government agencies, regulators or other authorities where required or permitted by law.

We will take reasonable steps to ensure that information shared with authorised parties is handled appropriately and securely.

We will only share information that is reasonably necessary for the relevant purpose and will seek appropriate consent where required. We do not sell or rent personal information to third parties.

7. International Transfers

Some personal information may be stored or processed using secure cloud-based services or other service providers located overseas.

Where this occurs, we take reasonable steps to ensure that your personal information is protected in accordance with applicable Australian privacy requirements.

8. Security and Data Retention

We take reasonable steps to protect personal information from:

- loss or misuse;
- interference;
- unauthorised access;
- unauthorised disclosure;
- alteration; and
- destruction.

Personal information may be stored electronically or in physical records, including in secure databases, cloud-based systems, email systems and other systems used by the Foundation.

Access to personal information is restricted to authorised persons who require the information to perform their role or provide services on behalf of the Foundation.

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Where personal information is received through email, text message, photographs, screenshots or other electronic means, we take reasonable steps to transfer and store the information securely and to avoid retaining unnecessary copies.

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, or as required by law, funding requirements or applicable record-keeping obligations.

When personal information is no longer required, we take reasonable steps to securely destroy, delete or de-identify it.

9. Children's Information

Where we collect personal information about children, we take additional care to protect that information.

Where appropriate and required, we will obtain consent from a parent or guardian before collecting or using information about a child.

Children's information will only be used or disclosed for appropriate purposes connected with our programs, services or legal obligations.

10. Your Privacy Rights

Depending on the circumstances and applicable privacy laws, you may have the right to:

- request access to personal information we hold about you;
- request correction of inaccurate, incomplete or out-of-date information;
- withdraw consent where we rely on consent for the relevant use or disclosure of information; and
- make a complaint about how we have handled your personal information.

We may need to verify your identity before providing access to personal information or making changes to information we hold.

11. Data Breaches

The Foundation takes reasonable steps to protect personal information from unauthorised access, use or disclosure.

If we become aware of a data breach involving personal information, we will assess the breach and take appropriate steps to contain, investigate and respond to it.

Where the breach is likely to result in serious harm and notification is required under the Notifiable Data Breaches Scheme, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) in accordance with applicable requirements.

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12. Cookies and Website Analytics

Our website may use cookies and analytics tools, such as Google Analytics, to understand website usage and improve the user experience.

Cookies may collect information such as browser type, device information, IP address and pages visited.

You can disable cookies through your browser settings, although some website features may not function properly.

13. Changes to This Privacy Policy

The Mibilla Foundation may update or revise this Privacy Policy from time to time. Any changes will be reflected in the version of the Policy published by the Foundation and, where appropriate, communicated to individuals affected by the changes.

The revised Policy will include an updated effective date.

14. Complaints and Contact us

If you have a question, concern or complaint about how the Mibilla Foundation has handled your personal information, please contact us:

Email: connect@mibilla.org

Post: Mibilla Foundation

Suite 2, 448 Pacific Hwy

Lane Cove North NSW 2066

We will acknowledge and respond to privacy complaints within a reasonable period and, where practicable, within 30 days.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

OAIC

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

Website: www.oaic.gov.au

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