

# STATION POLICY DOCUMENT



## Privacy Policy

### PURPOSE

This statement explains Capital Community Radio's policy regarding the personal information we store about you. This policy complies with the Australian Privacy Principles (APPs) as defined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

### INTRODUCTION

At Capital Community Radio, we value all our supporters and people that use our broadcast and digital services and take seriously the privacy of any personal information that we may collect from you, or that you may disclose to us, as part of your interaction with those services.

It is important that you take some time to understand the policy. We will assume that if you use our services, you agree with its principles.

### This policy defines:

- the purposes of collecting and holding personal information
- the types of personal information we collect and the ways we do it
- how you can enquire and access your personal information, request correction, or complain if you believe we may have breached the APPs

We are committed to ensuring the privacy of your personal information.

## COLLECTION OF PERSONAL INFORMATION

We collect your personal data because you:

- **Made a donation.** We need this information (e.g. your credit card details and your name and address) to process the payment transaction and to issue a tax-deductible receipt
- Want to support us as a **Member, Sponsor or Volunteer.** We need your personal information to communicate with you and for legal reasons
- Took part in a competition. We need the contact information to notify winners and distribute prizes, and to send you further communication regarding Capital Community Radio such as newsletters in the future
- Requested one of the community services we offer (e.g. Capital Capers) on-air and through the website. We need this information (e.g. your email address) to be able to provide you with the service
- Provided feedback or made a complaint. We will use personal information to ascertain if this feedback or complaint is common to other listeners of similar gender and age groups, and see how successfully we are providing services to our target audience. We may also need it to get back to you

We may collect personal information also for purposes directly related to any of the above, including a better understanding of our audience. In turn, this knowledge allows us to tailor our content to better serve their interests and needs.

We also collect anonymous information, or with minimal personal details, from your interactions with our digital platforms (our website and our pages on social media). The analysis of this statistical information allows us to provide content that is more relevant to our audience.

## PROTECTING YOUR PERSONAL INFORMATION

We only use your personal information for the particular purpose you provided it. In some cases, we may use it also to send you periodic updates about Capital Community Radio.

Otherwise, we will not use or disclose your personal information without your consent, unless there is a duty to the public to disclose that information, we are required to by law, or where the interests of Capital Community Radio require disclosure.

We store personal information in an in-house database system, which is protected from external unauthorised access by robust security technology. Internal access to the information is restricted to 'need to know' personnel.

When you access our social media pages, you are protected under the privacy policy of that platform (e.g. Facebook), not by this policy. You should review your security settings and ensure that you are comfortable with any disclosure of information allowed by such settings. You should note that these social media platforms would possibly store their systems outside Australia.

## **YOUR ACCESS TO YOUR INFORMATION**

At any time, you can request access to the personal information we hold about you. You may simply want to check it, and if appropriate make corrections to it, or you may want to let us know of the change. For example, you may opt-out of receiving one or all of our communication services at any time.

## **MAKING A COMPLAINT**

You may feel that we have breached your privacy in a particular instance. You can contact our Privacy Officer in relation to any privacy issues by:

Email: [info@capitalcommunityradio.com](mailto:info@capitalcommunityradio.com)

Telephone: (08) 9364 9888 (9:00 am to 5:00 pm on business days)

Postal address: PO Box 1388, BOORAGOON, Western Australia, 6954

If appropriate the Privacy Officer will let you know an approximate time when we will get back to you about your enquiry or complaint. In this period, we will investigate the matter according to our Privacy Policy and our internal procedures and respond to you.

If we exceed this period or if you are not satisfied with the outcome, you can make a complaint to the Privacy Commissioner at the Office of the Australian Information Commissioner.