

Telstra Foundation Privacy

Our Privacy Commitment

Privacy matters to us and we know it matters to you.

As Telstra's philanthropic charity, we need to collect, store, use and disclose a broad range of information as part of our grantmaking and program activities.

We are committed to protecting your privacy, keeping your information safe and ensuring the security of your data.

The Telstra Foundation is an independent subsidiary wholly owned by Telstra, and utilises the same systems and applications. Information is only shared under the terms of the Telstra Privacy Statement.

Our Privacy Statement

Our Privacy Statement explains how we collect, use and protect your information. It applies to the Telstra Foundation and all of its activities, including the operation of Code Club Australia, grant recipients and Telstra Kids Fund.

This current policy came into effect in March 2020. We may need to update it from time to time but if we do, we will post the updated version on our website at <https://exchange.telstra.com.au/telstra-news/telstra-foundation/>

What information do we collect?

The type of information we collect depends on which of our programs you participate in and the information that you provide to us.

This might include straightforward information like your name, date of birth, contact details (including address, email address, phone number or mobile telephone number) and occupation.

How do we collect your information?

There are three ways that we can collect your information.

1. **You give it to us** when you or your representative interacts with either us or one of our trusted partners. This might happen when you are setting up an account with us or using one of our products or services.
2. **We collect information** in the form of cookies or google analytics information when you use our sites. More information on cookies can be found here <https://www.telstraglobal.com/legal/cookies-and-your-privacy>

How do we keep your information?

We may store your information in hard copy or electronic format, and keep it in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers, as outlined in the Telstra Privacy Statement which can be found here <https://www.telstra.com.au/privacy/privacy-statement>.

How do we use your information?

We will only use your information if we have a lawful reason to do so such as when it's our legal duty or we have your consent and when it's in our legitimate interest to do so. These include:

Administration - To help us properly manage the services we provide to you and to maintain and update our records. For example, if you are a registered Code Club volunteer, your information is used to maintain verification status of your Code Club.

Communication - We will use your information to keep you up to date on news from the Telstra Foundation and its partners, including Code Club. We might do this on mediums such as email, SMS, social media, search engines and web pages you may visit.

Improvement – We are constantly working to not only maintain and improve our services and processes but to develop new ones. We use information we hold to help us do this in a number of ways.

Development and analysis - It's important we understand your information and communication needs. One of the ways we do this is through using analysis techniques. This gives us high level insights into things like website usage. In many cases this information is aggregated and de-identified when analysed. We may share these anonymised insights with select business and commercial partners. In some cases, we may create insights with your information on an identified basis but would only do so in compliance with privacy laws (such as, with your consent).

Compliance - There are circumstances where we may be required or authorised by law to collect, use or disclose information.

When do we share your information?

- We may share your information with other parties who provide services to us, including organisations, agents, partners and contractors that assist us with providing our business processes and products and services. We use your contact information when we send emails, newsletters, collateral which may involve third parties. If we are making grant payments to you, we share your banking details so payments can be processed.
- If you are part of the Code Club community, your name, email, and Club location will be shared with the [Raspberry Pi Foundation](#), our licensing partner. They are required to store and protect your information in accordance with the GDPR. Their Privacy Policy can be found [here](#).
- If you participate in [Moonhack](#), your information will be shared with the Code Club office of your country of residence, if there is one. If there is no Code Club office in that country, it will be shared with the Raspberry Pi Foundation for growth and development purposes only. This information includes your email, name, and registration information.

We may also disclose your information to:

- your authorised representatives or advisers
- law enforcement and national security agencies, and other government and regulatory authorities as required or authorised by law
- other parties who assist us in managing or developing our business and corporate strategies and systems

In some cases, the organisations that we may disclose your information to may be based outside the location where the information is collected. For example, if you are a Code Club volunteer or facilitator your information will be shared with the Raspberry Pi Foundation in the United Kingdom.

Where we do this, we require these parties to take appropriate measures to protect that information and to restrict how they can use that information.

How can you access or correct your personal information?

To ensure that we are able to provide you with the best services possible, it's important that you make sure the personal information we hold about you is accurate, up-to-date and complete. If any of your details change, contact the relevant party through their website. You also have the right to request a copy of your information that we hold about you. To make this request visit here (<https://www.telstra.com.au/privacy/customer-access>) or email us at privacy@online.telstra.com.au.

How can you make a privacy complaint?

You can also use our contact details above to notify us of any privacy complaint you have against us. We are committed to acknowledging your complaint in a prompt manner and will give you an estimated timeframe for when we will respond to your complaint.

While we hope that we will be able to resolve any complaints you may have without needing to involve third parties, you may also be able to lodge a complaint with a relevant regulator such as the Australian Information Commissioner at 1300 363 992 or the Australian Charities and Not for Profits Commission at 13 22 62 or raise a concern via their website (www.acnc.gov.au).

How can you contact us?

If you have any questions in relation to this Privacy Statement, our management of your information or you would like a copy of this statement sent to you, please call us on 1800 039 059 or email us at privacy@online.telstra.com.au.

You may also contact our Chief Privacy Officer/Data Protection Officer by emailing us at privacy@online.telstra.com.au

If you would like this statement on CD or in Braille please call Telstra's Disability Enquiry Hotline on 1800 068 424. The office hours are Monday-Friday 8 am-5 pm EST.