

PRIVACY NOTIFICATION

This Privacy Notice explains what Bridging the Gap (BTG) Incorporated will do with your personal data, whether we are in the process of helping you make that next career move, providing you with a service, or you are simply visiting our website in search of a programme to support you or gaining industry insight.

Our registered office is at 2 Robbos Way, Kwinana, Western Australia and our ACN is 506 171 211.

Bridging the Gap is bound by the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (Privacy Act). The APPs are designed to protect the confidentiality of information and the privacy of individuals by regulating the way personal information is collected, used, disclosed and managed. Personal information is, generally speaking, information or an opinion relating to an identified, or reasonably identifiable, individual.

Please read the following carefully to understand our practices and how they may affect you. Please note, that BTG may amend this policy from time to time and the updated version will be available on our website. This is a notice to inform you of our policy about all information that we record about you. It covers information that could identify you and information that could not.

POLICY STATEMENT

Bridging the Gap Inc (BTG, we, us our) is a community based, not for profit agency operating in Western Australia. We provide a range of pre-employment programmes, training and other support services. Throughout our organisation, we obtain personal information in a variety of ways in order to be able to effectively operate and provide the best possible services to our consumers. Our policy and privacy statement describes the way in which we will collect and manage your information.

Our purpose for obtaining your personal information may include:

- Providing information, advice and support services
- Providing goods and services and related information to customers and participants
- Administering customer and supplier accounts
- Reporting to funding bodies and government about how funding is used
- Performing our role as an employer, in assessing the performance and conduct of employees
- Promotion of the service via various communication and media platforms
- Any required or permitted by law
- Any disclosed to you and to which you have consented
- Any that you would otherwise reasonably expect

Accuracy & Security

We take care to ensure that the information that we collect, use and disclose is accurate, current and not misleading. If you believe any information to be out of date or erroneous, then simply contact us through the programme or service you are with.

All of our personal information, either paper-based form or electronically, is held securely and protected from misuse, interference and unauthorised access. Our staff have a requirement to keep your personal information confidential and this mandate is taken very seriously.

Disclosure

Personal information will not be disclosed to third parties without your consent, except where permitted or required under the Privacy Act or otherwise required by Law. We may also disclose information to those involved in providing or managing our services and the relevant Government Departments which fund the service.

Access

The sort of information obtained and retained will depend on your individual circumstances and the service you are receiving from BTG. Whenever possible, we use information in a de-identified form.

You may request in writing to your service Manager if you wish to access your personal information. A fee for reasonable costs may be incurred and this will be disclosed prior to it being levied. If access is not available, we will generally advise within 30 days of your request. If the requested information to access can only be granted by a funding body or Government Department, or if the request is better addressed by those entities, we shall inform you accordingly.

Website use

We are extremely concerned to protect your privacy and confidentiality. We understand that all users of our web site are quite rightly concerned to know that their data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.

When you visit BTG's website, our servers automatically record information that your browser sends whenever you visit a website. Such information may take the form of: server address, date and time of the visit to the site, pages accessed and documents viewed, browser type and language etc). This information can be then used to create summary statistics that allow us to improve the experience for visitors to our site.

We may receive data which is indirectly made up from your personal information, from software services such as Google Analytics and others. However, no such information is identifiable to you.

Google Analytics & Cookies

BTG uses Google Analytics which anonymously tracks how our website visitors interact with our website. The information generated by the cookie about your use of the website will be transmitted and to and stored by Google, who will then use this information for the purposes of compiling reports on website activity and providing other services.

You may refuse the use of cookies by selecting the appropriate settings on your browser; however, we recommend that you allow the use in order to take advantage of the features of our website that rely on their use.

Cookies are small text files that are placed on your computer's hard drive through your web browser when you visit any web site. They are widely used to make web sites work, or work more efficiently, as well as to provide information to the owners of the site.

Like all other users of cookies, we may request the return of information from your computer when your browser requests a web page from our server. The cookies we use may last for a single visit to our site (they are deleted from your computer when you close your browser), or may remain on your computer until you delete them or until a defined period of time has passed.

Content you provide to us with a view to be used by any third party

If you provide information to us, with a view to it being read, copied, downloaded, or used by other people, we accept no responsibility for what that third party may do with it. It is up to you to satisfy yourself about the privacy level of every person who might see your information.

Your domain name and e-mail address

BTG servers may record your email address if you send us a message online. This information is recognised by our servers and the pages that you visit are recorded. We shall not under any circumstances, divulge your e-mail address to any person who is not an employee and your email address will not be added to any external mailing lists. This information may be used:

- to correspond with you or deal with you as you expect
- in a collective way not referable to any particular individual, for the purpose of quality control and improvement of our site
- to send you news about the services to which you have signed up
- to tell you about other services that we think may be useful or relevant to you

Financial Information relating to your credit cards

If you choose to make a donation to Bridging the Gap, you are transferred to a secure page on the website of PayPal. That page may be dressed in our “livery”, but it is not controlled by us. Our staff and contractors never have access to it.

By using this website, you consent to the processing of data about you by Google in the manner described in [Paypal Privacy Policy](#).

Comments or Complaints

It is important to us, that we maintain high standards and quality of service, especially in the way we manage your information. If you have any questions, concerns or comments, please contact your Programme Manager.

If you wish to complain about a breach by BTG of the Privacy Act, we encourage you to contact us and we will endeavour to take action to resolve the matter.

If your complaint cannot be resolved at the first instance, we will ask you to lodge a formal complaint in writing, explaining the circumstances of the matter that you are complaining about, how you believe your privacy has been interfered with and how you believe your complaint should be resolved.

We will acknowledge receipt of your formal complaint and indicate the timeframe that you can expect a response. We will endeavour to resolve the complaint as quickly as possible, but if the matter is complex and our investigation may take longer, we will let you know when we expect to provide our response. If you are unhappy with our response, you may refer your complaint to the Office of the Australian Information Commissioner.

How you can contact us

Email: mailbox@bridgingthegap.org.au

Sending a letter to us at:

PO Box 221
Kwinana WA 6966

OAIC contact details:

Officer of the Australian Information Commissioner (OAIC)

Email: enquiries@oaic.gov.au

Change in Privacy Policy

As we plan to ensure our privacy policy remains current, this policy is subject to change. Please return periodically to review our privacy policy.