



Benefit Bendigo Privacy Policy

About this policy

This privacy policy sets out how Benefit Bendigo Incorporated ('we', 'our' or 'us') safeguards your privacy and explains how we collect, use, store, and manage information that allows us to assess a Grant or Sponsorship application.

Information collected can include personal and organisation-related information, (including your organisations financial information) and is generally referred to as 'information' throughout this policy.

This includes:

- The type of personal and organisation-related information we collect and hold.
- The purposes for which we collect, hold, use and disclose information.
- How you can make a complaint.
- Our contact details.
- How to access your various forms of information.

Privacy Policy

We acknowledge the importance of protecting your privacy and are committed to ensuring the continued integrity and security of the information you entrust to us.

We appreciate that the success of Benefit Bendigo is largely dependent upon a relationship of trust being established and maintained with past, current and prospective grant and sponsorship applicants and recipients, and other individuals with whom we conduct business. We will therefore collect and manage your information with a high degree of diligence and care.

Our aim is to always comply with the privacy laws (incorporating the Australian Privacy Principles) that apply to us. If you have a comment, query or complaint regarding a privacy matter, you are encouraged to discuss it with us.

Collection

We will always seek your consent to collect information where we are required to do so and will collect information directly from an authorised representative of your organisation. We only collect information where it is reasonably necessary for, or directly related to, our functions and activities.

We encourage you to always be security conscious and diligent when sharing information to avoid falling victim to scams and fraud.

We collect information that includes details such as:

- Identity information (Your name and/or the name of an authorised representative of your organisation)
- Contact information (such as phone numbers, address, and e-mail addresses)
- Organisation information (such as Invoicing details, including your ABN or bank account details to enable payment of a grant or sponsorship)
- Financial information to evaluate your application (such as project budget details, including income and expenditure, income provided by other funding bodies, etc.)

We do NOT collect sensitive information about you such as health-related information or biometric information (i.e.: information required to verify personal identity)

Use and disclosure

We use your information to:

- Assess your submission for a grant or sponsorship.
- Assist you with your application and/or any other queries.
- Comply with any legal or regulatory obligations imposed on us.
- Perform our necessary business functions (such as gifting, internal audit investigations, performance reporting, research, planning).

We may disclose your information to regulators and government authorities as required or contemplated by law.

If you have agreed to it (in the Benefit Bendigo Grant or Sponsorship Application Form) we may use your information to refer you to a local Bendigo Bank branch (these include Bendigo Central, Mitchell Street, Start Hill, Eaglehawk, Kangaroo Flat and Castlemaine) so they can tell you about financial products and services we think you may be interested in. You can opt out of receiving this information at any time. We do not sell your information to third parties.

Access and correction

In most cases you can access your information held by us. If you believe the information we hold about you is inaccurate, out of date or incomplete, you should contact us - see 'Contacting us' below.

We will promptly update any of your information that is inaccurate, out of date or incomplete. In some cases, we may request you provide us with supporting documentation to amend the information we hold about you.

Storage and security of your information

We will take reasonable steps to keep information we hold about you secure to ensure that it is protected from misuse, interference, loss, unauthorised access, modification or disclosure.

Your information is stored within secure systems that are protected in controlled facilities. Our Board Members and Administration Team are obliged to respect the confidentiality of any information held by us.

When information that we collect is no longer required, we destroy or delete it in a secure manner.

Our website and the use of tracking pixels and cookies

We use our best efforts to ensure that information received via our website remains secured within our systems. We are regularly reviewing developments in online security; however, you should be aware that there are inherent risks in transmitting information across the internet.

We use tracking pixels and cookies on our website:

- Cookies can make using our website easier by storing information about your preferences. Cookies are very small text files that a website can transfer to your device's browser and then computer's hard drive or portable electronic device's memory for record keeping.
- Tracking pixels are very small transparent digital images that may be embedded on our website which contain a link to an external server that receive information about a user of our website.

We may use tracking pixels and cookies so that we can determine which parts of our website is visited most often, and we may use this information to optimise our website.

Most internet web browsers are pre-set to accept tracking pixels and cookies to enable full use of websites that employ them. However, if you do not wish to receive any cookies on an internet web browser you may configure your browser to reject them or receive a warning when cookies are being used. In some instances, this may mean that you will not be able to use our website, however you may still be able to access information-only pages.

Changes to this policy

We may review this policy and the information contained in this document occasionally. We will report any changes by posting an updated version on our website.

Privacy queries or complaints

If you have a query or wish to make a complaint regarding the handling of your information, please contact us via our complaint resolution process below.

Resolve a complaint

We're keen to understand if we have not met your expectations and will listen objectively and work proactively with you to achieve a fair, reasonable and timely outcome.

We will ensure all complaints and/or disputes are fully documented, investigated and resolved in a timely manner so we can improve our processes.

Use the 'Resolve a complaint' form on our website to provide your feedback. Located here: <https://benefitbendigo.com/apply/>

- **Please Note:** Benefit Bendigo is an independent incorporated body. We partner with Bendigo Bank to receive funding only. Any complaints or disputes will therefore not be considered by the bank and cannot be submitted via their complaint process.

Contacting us

For questions about this policy, what information we may hold about you, or about the way we manage your information, you can contact us via the email address on our website.