

Privacy Policy

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Privacy Policy

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OUR PRIVACY POLICY

Our Protection Statement

Be Collective is committed to protecting the Personal Information shared when you apply to work for us, promote volunteer positions, make resources available, volunteer or, as a sponsor organisation, register to encourage your employees to volunteer through our platform, donate through our platform, communicate through the platform, buy our services, or if you visit our platform for information about or to learn more about what we do.

We will comply in our handling of your Personal Information with all applicable Australian legal requirements, the Privacy Act 1988 (Cth) and the Australian Privacy Principles issues pursuant to that Act (the **Data Protection Laws**).

This Privacy Policy sets out how Be Collective ('we' or 'us') will collect, use, disclose and keep secure your Personal Information. It also covers how Be Collective makes the Personal Information it holds available to you for access and correction by you in the event that such information is inaccurate or incomplete.

Contacting Be Collective – Complaints and queries

If you require further information regarding Be Collective's Privacy Policy, our treatment or handling of your Personal Information or if you want to make a complaint or raise a query, you can contact our Privacy Officer at hello@becollective.com.

You can also complain directly to the Australian Privacy Commissioner at www.oaic.gov.au.

What information we might collect

Note that when we refer to Personal Information, we mean Personal Information as defined by the Privacy Act 1988 (Cth) which includes sensitive information defined below.

This may include your name, address, email address, telephone number, date of birth, job title and details of your education and career, why you are interested in volunteering, and other information relating to you personally which you may choose to provide.

Data protection law recognises that certain types of personal information are more sensitive. This is known as 'sensitive' or 'special category' personal information and covers information revealing racial or ethnic origin, religious or philosophical beliefs and political opinions, trade union membership, genetic or biometric data, information concerning health or data concerning a person's sex life or sexual orientation.

Sensitive information will only be collected where necessary, for example, we may need to collect health information from you when you register for an opportunity or to deliver a community service as a volunteer or member of staff. Clear notices will be provided at the time this information is collected, stating what information is needed, and why.

You do not have to provide your Personal Information if you do not want to.

Eligibility

All Be Collective users must be aged 16 years and over.

How and when we collect information about you

When you directly give us information

We may collect and store Personal Information about you when you interact with us through Be Collective and provide your Personal Information. For example, this could be when you:

- register as a volunteer, volunteer organisation or sponsor organisation.
- apply for a volunteering opportunity.
- post a volunteering opportunity.
- Manage your volunteering program.
- post resources which you make available to volunteers.
- give us feedback.
- make a complaint.
- use one of our services.
- apply for a job.

When you are utilising Be Collective (for example applying for a volunteer position) you will be warned that you are sending personal information to a third party organisation and you may be required to confirm your consent to that information being forwarded using our platform.

You may also provide or disclose Personal Information about yourself or someone other than yourself when you use our chat room and messaging functions. This is Personal information you volunteer and, in relation to other people, you must ensure that you have that person's consent to provide such information to us.

When you indirectly give us information

When you interact with us on social media platforms such as Facebook, WhatsApp, Twitter or LinkedIn we may also obtain some Personal Information about you. The information we receive will depend on the privacy preferences you have set on each platform and the privacy policies of each platform. To change your settings on these platforms, please refer to the privacy notices of the social media provider you are using.

We may obtain information about your visit to our platform, for example the pages you visit and how you navigate the site, by using cookies (see below).

Use of your personal information

We will only use your Personal Information for the purpose for which you have provided it and any reasonably related purpose and not otherwise, unless you have specifically consented to a particular identified use. Some of the ways we will use your personal information are as follows:

- **Use of our platform:** Using our platform is why you have signed up and the primary use for which we will use your Personal Information. This includes making available the details you are required to provide through the registration process for making applications for volunteer positions or advertising volunteer positions, signing up as a sponsor organisation (an administrator will need to provide contact details as part of that registration), updating Social Records and providing feedback on volunteers [or volunteer organisations]. It includes using your Personal Information to match Users to volunteer positions. This will help Users to select volunteer positions in a more focused and efficient way.

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- **Other uses:** Other uses of your Personal Information are indirect (see above) in that we may pass on information when you interact with us by using our platform or with other Users or sponsor organisations through the chat rooms, messaging functions or via social media platforms. This use of your personal information will usually be something you do, for example, by applying for a volunteer position rather than Be Collective using your information.
- **Breach:** Under our General Terms we reserve the right to report any breach of the terms and conditions applicable to use of our platform which involves a breach of law to the appropriate authorities including the police and any other regulatory authority.
- **Responding to a request:** If you contact us with a query, we may use your Personal Information to provide you with a response.
- **Verifying you.** To verify your identity and to assist you if you have forgotten any user name or password.
- **Monitoring and Evaluating:** We may use your information in order to improve current and future performance of the platform.
- **Processing an application to work with us:** We may process your information if you send or fill in an application form or send us your CV or details in respect of an opportunity to work with us in order to evaluate your suitability and respond to you.
- **Transactional purposes:** We will need to use your Personal Information in order to carry out our obligations arising from any contracts entered into between you and us for goods or services.
- **Administration:** We may use your Personal Information to record and deal with a complaint, record a request not to receive further notifications, record what our volunteers have done for us, updating you about changes to our platform or terms and conditions and for other essential internal record keeping purposes.
- **Information:** We will only send you information by email, SMS, or phone if you have given us specific consent. If you withdraw your consent and then subsequently opt in to receive information again, then your most recent preference may supersede.
- **Protecting your vital interests:** We may process your personal information where we reasonably think that there is a risk of serious harm or abuse to you or someone else or where there is a possible breach of law including a notifiable data breach within the meaning the Data Protection Laws in which case, we may need to contact you to notify you of any breach of data security and the consequences for you (see below).
- **Market research and surveys:** We may invite you to participate in surveys or market research to help us improve our platform, fundraising, services and strategic development. Participation is always voluntary and no individuals will be identified as a result of this research, unless you consent to us publishing your feedback.
- **Legal, regulatory and tax compliance:** Where we are required to disclose your Personal Information under a legal obligation, we may do so to fulfil that obligation.

Be Collective will not use Personal Information without taking reasonable steps to ensure that the information is accurate, complete and up to date.

Where you have signed up as a sponsor organisation or as someone connected with a sponsor organisation we may use also your Personal Information to provide summary data as part of our Be Collective Plus service to the relevant sponsor organisation. This results in de-identified data and the sponsor organisation will not be provided with your identity or any means by which it can identify you.

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If you are a staff member or employee of a sponsor organisation, that sponsor organisation will have visibility of your registration and relevant activity. That record of contribution will continue even if you deregister, to the extent that it exists and has been created before you deregister.

Consent

If there are additional purposes (other than those identified above) for which we propose to use your Personal Information, the purposes will be specifically notified to you and your consent requested to the proposed use when we collect your Personal Information for that specific use. We will always give you the option to decline to provide your Personal Information or to decline to allow us to use that Personal Information for the purposes for which we have proposed to use it.

Cookies

When you come to the Be Collective platform, our server attaches a small text file to your hard drive — a cookie. A 'cookie' assigns you a unique identifier so that the Be Collective platform can recognise you each time you re-enter the platform, so we can recall where you've previously been on our site, and which keeps track of the pages you view on the platform. Cookies help us deliver a better platform experience to you.

The information collected by using a cookie is sometimes called "clickstream." We use this information to understand how our users navigate our platform, and to determine common traffic patterns, including what site the user came from. We may use this information to make navigation of our platform easier and to help redesign the platform from time to time in order to make your experience on our platform more efficient and enjoyable.

You also have choices with respect to cookies. By modifying your browser preferences, you have the choice to accept all cookies or disable them, to be notified when a cookie is set, or to reject all cookies. If you choose to reject all cookies you will be unable to use those services or engage in activities that require the placement of cookies. Certain aspects of the site may not function properly if you set your browser to reject all cookies.

Who do we share your information with?

We will only use your information for the purposes for which it was obtained which is set out above and relates to the purpose of the platform – to match up volunteers with volunteer positions within the operation of the platform or to apply for work.

We will not, under any circumstances, sell or share your Personal Information to/with any third party for their own purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us.

We will only share your data otherwise for the following purposes:

- **Third party suppliers:** We may need to share your information with data hosting providers or service providers who host our platform or assist us to deliver our services. These providers will only act under our instruction and are subject to pre-contract scrutiny and contractual obligations containing strict data protection clauses. Be Collective will take reasonable steps to ensure that its contracts with third parties include requirements for third parties to comply with the Use and Disclosure requirements of the Privacy Act.
- **Where legally required:** We will comply with requests where disclosure is required by law, for example, we may disclose your Personal Information to the government for tax investigation purposes, or to law enforcement agencies for the prevention and detection of crime. We may also share your information with the emergency services if we reasonably think there is a risk of serious harm or abuse to you or someone else.

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- We always aim to ensure that Personal Information is only used by those third parties for lawful purposes in accordance with this Privacy Policy.

Other Disclosure

If a Disclosure is not for the purposes we have identified and is not for a reasonably related ancillary purpose or if your upfront consent has not been obtained, Be Collective will not disclose your Personal Information.

Data quality and security

Be Collective will review, on an ongoing basis, its collection and storage practices to ascertain how improvements to accuracy of your Personal Information can be achieved.

Be Collective will take steps, to the extent technically practicable, to destroy or de-identify Personal Information after as short a time as is reasonably possible after requested (taking into account any specific requirements of its clients), unless the law requires otherwise.

Security

Be Collective will take all reasonable steps to require employees and contractors to perform their duties in a manner that is consistent with Be Collective's legal responsibilities in relation to the Data Protection Laws.

Be Collective will review, on a regular and ongoing basis, its information security practices to ascertain how ongoing responsibilities, under the Data Protection Laws, can be achieved and improved.

It is important to note, that part of the operation of our platform involves sending Personal Information over the Internet which is beyond our control and Be Collective cannot guarantee security of your Personal Information in transmission (as there are always risks associated with transmitting information across the Internet).

How we comply with the Notifiable Data Breaches Scheme

In the unlikely event that your Personal Information is involved in a data breach that is likely to result in serious harm to you, we will inform you and recommend what steps you should take in response to the breach. We will also notify The Australian Information Commissioner of eligible data breaches. Each suspected data breach reported to us will be assessed to determine whether it is likely to result in serious harm, and as a result require notification to you.

Access and correction

Be Collective will allow you to access records containing your Personal Information in accordance with the Data Protection Laws. Generally, this can be done by you directly updating your registration details on our platform. If other information is required to be updated you can contact us and we will make arrangements to update your Personal Information. If you want to update your Personal Information which cannot be updated directly by you through the platform, you can submit a request at hello@becollective.com.

Be Collective will correct its records containing Personal Information as soon as practically possible, at the request of the individual concerned in accordance with the Privacy Act.

Third parties and other Privacy Policies

The operation of our platform facilitates the provision of your Personal Information to volunteer organisations and, if you have signed up through a sponsor organisation, you may have done so through that organisation's intranet or utilising their information systems. In either case, your Personal Information will either be received by a volunteer organisation or reside within your sponsor organisations storage systems. In both circumstances, your Personal Information is beyond Be Collective's control and will be under the control of and governed by the relevant privacy policy of the particular organisation.

We may also provide links within our platform to other websites as part of the facilities and services provided by our platform. Be Collective does not endorse the content of any linked website or the organisation operating it. Again, if you visit those websites, any Personal Information you provide or share will be under the control of that organisation and subject to their privacy policy.

Transferring information overseas

Be Collective will not transfer Personal Information overseas. If at any time, Personal Information must be sent by Be Collective outside of Australia for sound business reasons, Be Collective will require the overseas organisation receiving the information to provide a binding undertaking that it will handle that information in accordance with the Data Protection Laws, including as part of any services contract we enter into.

Changes to our Privacy Notice

Our Privacy Policy may change from time to time, so please check this page occasionally to see if we have included any updates or changes, and that you are happy with them because we will not notify you other than in relation to material changes which will be posted as a notification within the platform.

Privacy Policy New Zealand

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OUR PRIVACY

Our Protection Statement

This privacy policy is designed to be read in conjunction with our General Terms (“our General Terms”).

Be Collective is committed to protecting the personal information provided to us when you apply to work for us, promote volunteer positions, make resources available, volunteer or, as an organisation, register to encourage your employees to volunteer through our platform, donate through our platform, communicate through the platform, buy our services, or if you visit our platform for information about or to learn more about what we do. When we refer to personal information, we mean personal information as defined in the Privacy Act 2020 (“Personal Information”).

We will comply in our handling of your Personal Information with all applicable New Zealand legal requirements including the Privacy Act 2020 and the information privacy principles pursuant to that Act (“the Privacy Act”).

This Privacy Policy sets out how Be Collective (‘we’ or ‘us’) will collect, use, disclose, and keep secure your Personal Information. It also covers how Be Collective makes the Personal Information it holds available to you for access, and for correction by you if such information is inaccurate or incomplete.

Contacting Be Collective – Complaints and queries

If you require further information regarding Be Collective's Privacy Policy, our treatment or handling of your Personal Information, or if you want to make a complaint or raise a query, you can contact our Privacy Officer at hello@becollective.com.

You can also complain directly to the Office of the Privacy Commissioner at <https://www.privacy.org.nz/your-rights/making-a-complaint/>.

What Personal Information we might collect

The Personal Information we collect may include your name, address, email address, telephone number, date of birth, job title and details of your education and career, why you are interested in volunteering, and other information relating to you personally which you may choose to provide.

We may also collect Personal Information revealing racial or ethnic origin, religious or philosophical beliefs and political opinions, trade union membership, genetic or biometric data, and health information (“Sensitive Information”).

Sensitive Information will only be collected where necessary, for example, we may need to collect health information from you when you register for an opportunity or to deliver a community service as a volunteer or member of staff. Clear notices will be provided at the time this information is collected, stating what information is needed, and why.

You do not have to provide your Personal Information if you do not want to, but this may affect our ability to deliver the Be Collective platform and associated services to you.

How and when we collect Personal Information about you

When you directly give us information

We may collect and store Personal Information about you when you interact with us through Be Collective and provide your Personal Information. For example, this could be (but is not limited to) when you:

- register as a volunteer, volunteer organisation, or organisation.
- apply for a volunteering opportunity.
- post a volunteering opportunity.
- manage your volunteering program.

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- post resources which you make available to volunteers.
- give us feedback.
- make a complaint.
- use one of our services.

When you are utilising Be Collective (for example applying for a volunteer position) you will be warned that you are sending Personal Information to a third-party organisation and you may be required to confirm your consent to that information being forwarded using our platform.

You may also provide or disclose Personal Information about yourself or someone other than yourself when you use our chat room and messaging functions. This is Personal information you volunteer and, in relation to other people, you must ensure that you have the relevant person's consent or appropriate legal authority to provide such information to us.

When you indirectly give us information

When you interact with us on social media platforms such as Facebook, WhatsApp, Twitter, or LinkedIn we may also obtain some Personal Information about you. The Personal Information we receive will depend on the privacy preferences you have set on each platform and the privacy policies of each platform. To change your settings on these platforms, please refer to the privacy notices of the social media provider you are using.

We may obtain information about your visit to our platform, for example the pages you visit and how you navigate the site, by using cookies (see below).

Use and disclosure of your Personal Information

We will only use your Personal Information for the purposes for which you have provided it and any directly related purpose as set out below, and not otherwise unless you have specifically consented to a particular identified use. The ways we will use your Personal Information are as follows:

- **Use of our platform:** Using our platform is why you have signed up and the primary purpose for which we will use your Personal Information. This includes making available the details you are required to provide through the registration process and/or use of the platform for the purposes of making applications for volunteer positions, advertising volunteer positions, signing up as an organisation (an administrator will need to provide contact details as part of that registration), updating social records, providing feedback on volunteers or volunteer organisations, and any other directly related uses. It includes using your Personal Information to match you to volunteer positions. This will help you to select volunteer positions in a more focused and efficient way.
- **Other uses:** Other uses of your Personal Information are indirect in that we may pass on information when you interact with us by using our platform or you interact with other users or organisations using our chat rooms, messaging functions, or via other social media platforms.
- **Breach:** Under our General Terms we reserve the right to report any breach of the terms and conditions applicable to use of our platform which involves a breach of law to the appropriate authorities including the police and any other regulatory authority.
- **Responding to a request:** If you contact us with a query, we may use your Personal Information to provide you with a response.
- **Verifying you:** To verify your identity and to assist you if you have forgotten any user name or password.
- **Monitoring and Evaluating:** We may use your Personal Information in order to improve current and future performance of our platform.
- **Processing an application to work with us:** We will process your Personal Information if you send or fill in an application form or send us your CV or details in respect of an opportunity to work with us in order to evaluate your suitability and respond to you.

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- **Transactional purposes:** We will need to use your Personal Information in order to carry out our obligations arising from any contracts entered into between you and us for goods or services.
- **Administration:** We may use your Personal Information to record and deal with a complaint, record and action a request not to receive further notifications, record what our volunteers have done for us, updating you about changes to our platform or terms and conditions, and for other essential internal record keeping purposes.
- **Information:** We will only send you information by email, SMS, or phone if you have given us specific consent. If you withdraw your consent and then subsequently opt in to receive information again, then your most recent preference may supersede.
- **Market research and surveys:** If you have consented to receive information from us, we may invite you by email to participate in surveys or market research to help us improve our platform, fundraising, services, and strategic development. Participation is always voluntary and no individuals will be identified as a result of this research, unless you consent to us publishing your feedback. All emails of this nature will include a valid unsubscribe link.
- **Protecting health and safety:** We may use or disclose your Personal Information where we reasonably think that there is a serious threat to your life or health or that of someone else, and/or a serious threat to public health or public safety.
- **Notifiable privacy breach:** We may use your personal information in the event of a notifiable privacy breach within the meaning the Privacy Act, including to notify you of the event and to comply with our mandatory reporting obligations under the Privacy Act.
- **Legal, regulatory, and tax compliance:** We may disclose your Personal Information where we reasonably believe we are required or permitted to do so by law.

Be Collective will not use Personal Information without taking reasonable steps to ensure that the information is accurate, complete, and up to date.

Where you have signed up as an organisation or as someone connected with an organisation we may use also your Personal Information to provide summary data as part of our Be Collective Plus service to the relevant organisation. Summary data will be anonymised and the organisation will not be provided with your identity or any means by which it can identify you.

If you are a staff member or employee of an organisation, that organisation will have visibility of your registration and relevant activity.

You can cancel your account at any time in accordance with our General Terms, in which case we will delete as much Personal Information as possible, however your volunteering record will continue to exist after cancellation and this may include your name, email, location, and history of volunteering.

Who do we disclose your Personal Information to?

We will only use your Personal Information for the purposes for which it was obtained which is set out above and relates to the purpose of the platform – to match up volunteers with volunteer positions within the operation of the platform or to apply for work. This will include disclosure of your Personal Information to third parties who are volunteer organisations connected with the Be Collective platform. Those third-party volunteer organisations may use your Personal Information for their own purposes after receiving it via our platform, and while it is intended that those purposes align with the purposes for which Be Collective collected the Personal Information from you, Be Collective accepts no liability in that respect. We refer to the section about ‘third parties and other privacy policies’ below.

We will not, under any circumstances, sell or share your Personal Information to/with any other third party for their own purposes.

We may need to disclose your Personal Information with data hosting providers or service providers who host our platform or assist us to deliver our services. Please see the provisions relating to “transferring information overseas” below.

Consent

If there are additional purposes (other than those identified above) for which we propose to use your Personal Information, the purposes will be specifically notified to you and your consent requested to the proposed use when we collect your Personal Information for that specific use or when that additional purpose arises (if it does so after the Personal Information has already been collected). We will always give you the option to decline to provide your Personal Information or to decline to allow us to use that Personal Information for the purposes for which we have proposed to use it.

Cookies

When you come to the Be Collective platform, our server attaches a small text file to your hard drive - a 'cookie'. A cookie assigns you a unique identifier so that the Be Collective platform can recognise you each time you re-enter the platform, so we can recall where you've previously been on our site, and which keeps track of the pages you view on the platform. Cookies help us deliver a better platform experience to you.

The information collected by using a cookie is sometimes called "clickstream." We use this information to understand how our users navigate our platform, and to determine common traffic patterns, including what site the user came from. We may use this information to make navigation of our platform easier and to help redesign the platform from time to time in order to make your experience on our platform more efficient and enjoyable.

You also have choices with respect to cookies. By modifying your browser preferences, you have the choice to accept all cookies or disable them, to be notified when a cookie is set, or to reject all cookies. If you choose to reject all cookies you will be unable to use those services or engage in activities that require the placement of cookies. Certain aspects of the site may not function properly if you set your browser to reject all cookies.

Data quality and security

Be Collective will review, on an ongoing basis, its collection and storage practices to ascertain how improvements to the accuracy of your Personal Information can be achieved.

Be Collective will actively and regularly consider the destruction of Personal Information it is holding when that Personal Information is no longer reasonably required in connection with the purposes for which it was collected, unless otherwise required by law.

Security

Be Collective will take all reasonable steps to require employees and contractors to perform their duties in a manner that is consistent with Be Collective's legal responsibilities in relation to the Privacy Act.

Be Collective will review, on a regular and ongoing basis, its information security practices to ascertain how ongoing responsibilities, under the Privacy Act, can be achieved and improved.

It is important to note, that part of the operation of our platform involves sending Personal Information over the Internet which is beyond our control and Be Collective cannot guarantee security of your Personal Information in transmission (as there are always risks associated with transmitting information across the Internet).

How we comply with the Notifiable Data Breaches Scheme

In the unlikely event that your Personal Information is involved in a privacy breach which we reasonably believe has caused or is likely to cause serious harm to you ("a Notifiable Privacy Breach"), we will inform you and recommend what steps you should take in response. We will also report a Notifiable Privacy Breach to the Office of the Privacy Commissioner. Each suspected privacy breach of which we are aware will be assessed to determine whether it is a Notifiable Privacy Breach.

Access and correction

Be Collective will allow you to access records containing your Personal Information and update or correct your Personal Information in accordance with the Privacy Act. Generally, this can be done by you directly updating your registration details on our platform. If other information is required to be updated you can contact us at hello@becollective.com and we will make arrangements to update or correct your Personal Information.

Be Collective will respond to any access requests and correct its records containing Personal Information as soon as practically possible, at the request of the individual concerned in accordance with the Privacy Act.

Third parties and other privacy policies

The operation of our platform facilitates the provision of your Personal Information to volunteer organisations and, if you have signed up through an organisation, you may have done so through that organisation's intranet or utilising their information systems. In either case, your Personal Information will either be received by a volunteer organisation or reside within your organisation's storage systems.

As part of the services that our platform provides to volunteer organisations, they have the ability to export your Personal Information from our platform to their own information systems (as referred to in our General Terms). By agreeing to our General Terms, volunteer organisations agree that they will:

- a. only use your Personal Information for the purposes for which it has been collected and supplied to them in relation to the use of our platform and no other unrelated uses; and
- b. that their information systems provide reasonable safeguards to your Personal Information against unauthorised use or disclosure.

Your Personal Information is beyond Be Collective's control when it is transferred/exported to a volunteer organisation as set out above, at which time it will be under the control of and governed by the relevant privacy policy of the particular organisation.

We may also provide links within our platform to other websites as part of the facilities and services provided by our platform. Be Collective does not endorse the content of any linked website or the organisation operating it. If you visit those websites, any Personal Information you provide or share will be under the control of that organisation and subject to their privacy policy.

Transferring information overseas

If at any time, Personal Information must be sent by Be Collective outside of New Zealand for sound business reasons to a third party which will use the Personal Information for its own purposes, Be Collective will:

- a. take steps to ensure that it believes on reasonable grounds that the overseas agency receiving the Personal Information is subject to privacy protections that, overall, provide comparable safeguards to those provided under the Privacy Act; or
- b. enter into a binding contractual agreement with the overseas agency receiving the Personal Information confirming that it will protect the Personal Information in a way that, overall, provides comparable safeguards to those provided under the Privacy Act.

Changes to our Privacy Notice

Our Privacy Policy may change from time to time, so please check our website regularly to see if we have made any updates or changes. We will notify you of material changes as a notification within the platform.

Changes take effect 30 days after we post the amended Privacy Policy on our website, unless otherwise advised. If you continue to use our website or if you provide any Personal Information after we post changes to this Privacy Policy, this will indicate your acceptance of any changes.