

Privacy Policy



Policy Statement

We are Seeing Beyond Ltd ABN 64 687 799 533 ACN 687 799 533, (**Seeing Beyond, we, us or our**). We own and operate the website located at <https://www.seeingbeyond.org.au> (**Website**).

We value your privacy and work hard to protect the information you provide to us.

Who are we?

Seeing Beyond is a not-for-profit organisation dedicated to supporting underserved communities to see clearly through person-centred service provision, capacity building, and advocacy.

What is this Privacy Policy about?

Seeing Beyond is bound by the Privacy Act 1988 (Cth) (Privacy Act) which incorporates the Australian Privacy Principles (APPs).

This Privacy Policy explains how we manage your personal information collected via our Website or as a result of you using our services. It sets out our obligations and your rights with regard to how we deal with your personal information.

Your personal information is information or an opinion about you, whether true or not, which identifies you or from which your identity is reasonably identifiable.

How we collect your personal information

We normally collect your personal information directly from you, but we may also collect your personal information from third parties.

We will collect the personal information you directly give us:

- when you are treated by one of our health care professionals;
- when you visit the Website and make an online inquiry;
- when you sign up or subscribe to Seeing Beyond content including our online newsletter;
- from correspondence (whether in writing or electronically), including when you complete any online form, email us, text us, contact us through the Website, or write to us;
- automatically when you navigate through the Website;
- while conducting customer satisfaction and market research surveys;
- when you interact with our advertising and applications on third party websites and services;
- in administering and performing any contracts with Seeing Beyond service providers;
- when administering any of our services; and
- as otherwise required to manage our business.

If we collect personal information about you from a third party we will, where appropriate, request the third party inform you that we are holding such information, how we will use and disclose it, and that you may contact us to gain access to and correct and update the information.

This Privacy Policy does not apply to information collected by any third party, including through any application or content (including advertising) that may link to or be accessible from or on the Website.

What personal information do we collect?

Personal information is any information which identifies you and includes sensitive information such as information about your health (health information).

We will usually collect the following types of personal information about you:

If you are a patient:

- name;
- contact details (e.g., telephone number, email address);
- health information, including whether you require support because of any health concerns and information about the kinds of services we provide to you and referrals we make on your behalf with your consent;
- any other personal information that we might require to provide our services to you.

If you are a volunteer or contractor:

- name;
- contact details (e.g., telephone number, email address);
- information about your Ahpra registration;
- any other personal information that we might require to provide our services to you.

When you apply to work or volunteer with us, we may collect information from third parties such as from recruitment consultants, previous employers, Ahpra, and other persons who might be able to provide information to assist us to decide whether or not to make you an offer of employment, engage with you under a contract, or bring you on as a volunteer.

If you are a donor:

- name;
- contact details (e.g., telephone number, email address);
- any other personal information that we might require to provide our services to you.

When you make a donation, we may also collect information from third parties such as credit or debit card details (for payment purposes only).

Our purposes for handling your personal information

We collect, hold, and use personal information to:

- provide you with health services;
- offer and provide you with our other services, including the Website;
- manage and administer those services, including account keeping procedures;

- communicate with you about, including (but not limited to), the services you have sought, changes to services provided through the Website and information you have requested from us;
- send you marketing or promotional information in relation to Seeing Beyond or any of Seeing Beyond's business partners that might be of interest to you;
- comply with our legal and regulatory obligations;
- consider your application to work or volunteer with us;
- otherwise to manage our business; and
- any other purpose reasonably related to the purpose for which we have collected it.

We may collect, hold, and use personal information for other purposes with your consent.

Disclosure of personal information

We will not disclose your health information to anyone without your consent.

We do not share, sell, or otherwise disclose your personal information for purposes other than as outlined in this Privacy Policy.

We may disclose personal information between third parties such as our suppliers, organisations that provide us with technical and support services, or our professional advisors, where permitted by the Privacy Act. If we disclose information to a third party, we require that the third party protect your information to the same extent that we do.

Specifically, we will disclose personal information for the purposes outlined in this Privacy Policy to a third party service provider that we use to support our business, including:

- Cloud service providers; and
- Payment system operators.

We may also disclose your personal information:

- To fulfil the purpose for which you have provided your personal information to us;
- To comply with our legal obligations; and
- To enforce our rights and other agreements we have with you.

We will not use or disclose your personal information for any other purpose unless you have consented to that use or disclosure.

Protection of personal information

We will hold personal information as either secure physical records, electronically on our intranet system, in cloud storage, and in some cases, as electronic records on third party servers, which may be located overseas.

We maintain appropriate physical, procedural and technical security for our offices and information storage facilities so as to prevent any loss, misuse, unauthorised access, disclosure, or modification of personal information to the best of our ability. This also applies to disposal of personal information.

We further protect personal information by restricting access to personal information to only those who need access to the personal information to do their job. Physical, electronic, and managerial procedures have been employed to safeguard the security and integrity of your personal information.

We will destroy or deidentify personal information once it is no longer needed for a valid purpose or required to be kept by law. All health records will be maintained for at least 7 years in accordance with legal requirements.

The safety and security of your personal information also depends on you. If you give us any of your personal information, you are responsible for keeping your personal information confidential.

Cookies

A cookie is a small text file stored in your computer's memory or on your hard disk for a pre-defined period of time. We use cookies to identify specific machines in order to collect aggregate information on how visitors are experiencing the Website. This information will help to better adapt the Website to suit personal requirements. While cookies allow a computer to be identified, they do not permit any reference to a specific individual. For information on cookie settings of your internet browser, please refer to your browser's manual. On your technological device you may refuse to accept browser cookies. However, if you refuse to accept cookies you may be unable to access certain parts of our Website. Unless you have adjusted your browser or operating system settings to refuse cookies, our system will issue cookies when you direct your browser to our Website.

Google Analytics

We use Google Analytics, a web analytics service provided by Google, Inc. (Google) to collect certain information relating to your use of the Website. Google Analytics uses cookies to help the Website analyse how visitors use the Website. We may also use Google Analytics Advertising Features or other advertising networks to provide you with interest-based advertising based on your online activity. For more information regarding Google Analytics please visit Google's website, and pages that describe Google Analytics, such as www.google.com/analytics/learn/privacy.html.

Accessing and correcting your personal information

You may contact our Privacy Officer to request access to the personal information that we hold about you and/or to make corrections to that information, at any time. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of your personal information.

We are not obliged to correct any of your personal information if we do not agree that it requires correction and may refuse to do so. If we refuse a correction request, we will provide you with a written notice stating our reasons for refusing.

We will respond to all requests for access to or correction of personal information within a reasonable time.

Overseas transfers of personal information

We currently do not operate outside of Australia. As at the date of this Privacy Policy, we do not intend to disclose personal information to overseas recipients.

Resolving personal information concerns

If you have any questions, concerns or complaints about this Privacy Policy, or how we handle your personal information, please contact our Privacy Officer at:

Email: hello@seeingbeyond.org.au

Website: <https://www.seeingbeyond.org.au>

If you would like to speak to us, or you have any questions about our information handling practices please get in touch using the details below:

Email: hello@seeingbeyondorg.au

We take all complaints seriously and will respond to your complaint within a reasonable period.

If you are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner

GPO Box 5288

Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Changes

We will change the terms of this Privacy Policy from time to time, without notice to you. An up-to-date copy of our Privacy Policy is available on our Website and we encourage you to check our website periodically to make sure you are aware of our current Privacy Policy.

Policy date: October 2025