



Kiewa Catchment Landcare Groups

Website Disclaimer and Privacy Policy

By using the KCLG website, users agree to comply with this Privacy Policy and Disclaimer. KCLG may change any of these at our discretion and without notice. We encourage users to check our website regularly to ensure they are aware of current policies and conditions.

Disclaimer

The content on our website is for general information purposes only. It is not comprehensive, and it does not constitute advice. You should always obtain legal or other professional advice, appropriate to your own circumstances, before acting or relying on any of our content. KCLG takes no responsibility for inaccurate information and does not accept any liability whatsoever for any direct or indirect loss, damage, lost opportunity, or injury suffered as a result of reliance on this information

We do not warrant the content of this website is accurate or up to date. KCLG reserves the right to change, remove or modify any information contained herein without prior notice. Your use of this website, and your reliance on its content, is entirely at your own risk.

Links

This website contains links to other sites for the convenience of site visitors. However, KCLG is not responsible for, nor specifically endorses or supports the content or services that these sites may offer. We also do not warrant the accuracy of any information found through those links, nor do we endorse any information, opinions, goods or services referred to on them.

When selecting a site link, the user is leaving KCLG's site and entering a new site. The privacy policy and disclaimer of that new site should be viewed and understood as it will vary from KCLG's policy.

Privacy Policy

Kiewa Catchment Landcare Groups Inc (KCLG) respects and protects the privacy of our users. This privacy policy tells you how we collect and use information. This website is bound by the Australian Privacy Principles ('APPs') in the *Privacy Act 1988* (the 'Privacy Act'). This Privacy Policy sets out how we ('KCLG') collect, use, store and disclose your personal information and how you can contact us for more information.

We reserve the right to make changes to this Privacy Policy by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current privacy policy.

What is your personal information?

Personal information means any information we hold about you from which we can determine your identity (as described in the Privacy Act). In general terms, it is any information that can be used to personally identify you (e.g. your name or contact details).

By using this site and/or our services, or otherwise providing personal information to us, you consent to the handling of your personal information as described in this Privacy Policy and any other arrangements that may apply between us.

Personal information we collect

We may collect the following types of personal information:

- your name;
- your address, email address, telephone number;
- your age bracket;
- information about your donations to us;
- any additional information that you provide to us directly through our membership or event booking systems
- any other information we may require facilitating our dealings with you.

Some specific examples of the personal information we collect are set out below.

Information you have provided us with

This might be your email address, name, billing address, home address, your Landcare Group or other information that is necessary for us to provide you with a service or to enhance your customer experience with us. For example, we collect your information when you correspond with us, sign up to become a member, complete a survey, donate to us, volunteer with us, lodge an application for a grant, subscribe to our newsletter, or make enquiries via our website.

Information provided about you by our member groups

Under our association rules, member groups are obliged to share information about their members with us. We collect information about individual members of our member groups for insurance, communication, administration, and member engagement purposes.

Information automatically collected about you

This includes information that is automatically stored by cookies and other session tools (for example, your IP address). This information is used to improve your user experience. When you use our services or website, your activities may be logged.

Information from our partners

We may obtain personal information from our trusted partners or other organisations (e.g. charities or list suppliers) where we believe they have legal grounds to share that information with us. We do our best to ensure that this is either information you have provided them with directly or that they have otherwise lawfully gathered about you.

Publicly available information

We may collect personal information from publicly available sources (e.g. articles that have been published on the internet).

Information about your job application with us

When you apply for a job or position with us, we may collect certain information about you (including your name, contact details, working history and relevant records checks)

from any recruitment consultant, your previous employers and others who may be able to provide information to us to assist in our decision on whether to make you an offer of employment or engage you under a contract. This Privacy Policy does not apply to acts and practices in relation to employee records of our current and former employees, which are exempt from the Privacy Act.

Why we use your personal information

We may collect, hold, use and disclose your personal information for the following purposes:

- to manage membership, newsletter subscriptions and insurance policy renewals;
- to accept donations;
- to enable you to participate in our events and activities, including online booking and payment services;
- to administer and analyse our client base (including website usage behaviour and history) to improve our website and the quality of services offered;
- to provide products and services to our customers (which may be individuals, government agencies, corporate entities, Landcare groups and other entities), including by conducting analytics on data that may contain your personal information to create aggregated and anonymised data products for our customers;
- to send you alerts, service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you;
- to administer surveys, or other promotional activities or events sponsored or managed by us or our partners;
- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties;
- to respond to enquiries you have submitted via an online form;
- to consider your employment application;
- to enable the proper administration of KCLG;
- to comply with the law.

Using your personal information for direct marketing

We, and/or our carefully selected partners, may send you direct marketing communications and information about our services. This may take the form of emails, mail or other forms of communication, in accordance with the Spam Act and the Privacy Act. You may opt out of receiving marketing materials from us by contacting us using

the details set out below or by using the opt-out facilities provided (e.g. an unsubscribe link).

How we disclose your personal information

Personal information about you is in some cases provided to our trusted partners in order to either make providing the service to you possible or to enhance your customer experience. For example, we may disclose personal information for the purposes described in this Privacy Policy to:

- legal firms, accounting firms, auditors, contractors, consultants, other professional advisers, dealers, and agents;
- our employees and related entities;
- third party suppliers and service providers (including providers for the operation of our websites and/or our business, but only in connection with providing our services to you);
- specific third parties authorised by you to receive information held by us; and/or other persons, including government agencies, regulatory bodies, and law enforcement agencies, or as required, authorised or permitted by law.

Disclosure of personal information outside Australia

We do not disclose personal information outside of Australia.

How we secure your data

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure and we use a number of physical, administrative, personnel and technical measures to protect your personal information. For example, we use safe protocols for communication and transferring data (such as HTTPS) and monitor our systems for possible vulnerabilities and attacks.

In the event of a data breach, we will notify you and the relevant authorities as required by law.

If you have an account with us, you must keep your username and password secret.

Children

Children may be listed by groups as under 18 years old on membership lists or as part of household member groups. We do not intend to collect or knowingly collect information from children.

Website Analytics and other Technologies we may use

To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard and most major websites use them. These are used to personalise and enhance your experience with us.

A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that choosing to disable cookies may hinder your use of certain functions.

We use Google Analytics to measure traffic on our website. Google has its own Privacy Policy which you can review [here](#). If you'd like to opt out of tracking by Google Analytics, visit the [Google Analytics opt-out page](#).

KCLG also uses interfaces with social media sites such as Facebook and Instagram. If you choose to "like" or "share" information from this website through these services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information.

Accessing or correcting your personal information

You can access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the

details set out below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

Photo Ownership Statement

All photographs, images, and visual content displayed on this website are the exclusive property of Kiewa Catchment Landcare Groups. They may not be copied, reproduced, distributed, downloaded, or used in any form without prior written permission from Kiewa Catchment Landcare Groups.

Contact us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below.

Kiewa Catchment Landcare Groups
0407 227 814
facilitator@kclg.org.au

Please note this Privacy Policy is adopted from the Landcare Victoria Privacy Policy and modified to suit our needs.

*Endorsed by the KCLG Committee 20/11/25
Next Review Date: 20/11/26*