



# Zero Suicide Institute

of Australasia

The Zero Suicide Institute of Australasia (ZSIA) respects and upholds the rights of individuals to privacy protection under the National Privacy Principles in the Privacy Act 1988 (Cth) (Privacy Act).

This privacy policy (the Policy) describes how ZSIA manages personal information (as defined in the Privacy Act) it collects from you. ZSIA may modify its Privacy Policy from time to time and if it does so, it will post any updated Privacy Policy on this website. Unless stated otherwise, our current privacy policy applies to all personal information that we have about you and your account.

## What personal information does ZSIA collect and why?

ZSIA collects your personal information for the purpose of its provision of services to you and for its operation and administration. The following are the main types of personal information usually collected by ZSIA (to the extent provided):

- Name including title and postnominals, email address,
- Organisational relationships (eg CEO of ~, volunteer for ~)

If you choose not to provide certain personal information where requested, ZSIA may not be able to provide you with the services you require.

## How does ZSIA collect personal information?

ZSIA collects personal information in a number of ways, including:

- indirectly through third parties (eg information shared at a meeting where a note was made of those discussions; registration for online meetings; from other institutions)
- automatically generated website logs such as ZSIA website or online surveys.

## How does ZSIA use personal information about you?

The specific purposes for which particular personal information will be used and disclosed will be included in the collection notification for that personal information. ZSIA would usually collect, hold, use and disclose your personal information for the purposes for which it was collected and for related purposes (or otherwise as required or authorised by law) including for:

- sending you information (if you have subscribed or otherwise indicated that such information would be welcome)
- assessing and resolving complaints
- monitoring website usage; and
- the administration and operation of ZSIA.

ZSIA takes reasonable steps to ensure information it collects, holds and discloses is accurate, up-to-date, complete and relevant. You may at any time contact the Privacy Officer (using [admin@zerosuicide.com.au](mailto:admin@zerosuicide.com.au)) to advise ZSIA that you:

- no longer wish to receive certain or all communications from ZSIA; or
- wish to update or change any of your information stored by ZSIA.



## To whom does ZSIA disclose your personal information?

Personal information is generally accessible by ZSIA staff, for whom the information will assist in fulfilling their duties. ZSIA may disclose and transfer your personal information in relation to the purpose for which it was collected (as outlined in this document) and related purposes. ZSIA may engage local or offshore third parties to perform functions and services on its behalf, including cloud computing, hosting and customer support services. You consent to ZSIA sharing your personal information with such third-party service providers to the extent necessary to perform these services and functions. ZSIA will take reasonable steps to ensure the third parties to whom it discloses personal information are bound to protect the privacy of that information. Generally, such disclosure will occur:

- in the course of business being conducted or communications between you and ZSIA
- in other circumstances that are directly implied by the purpose agreed between you and ZSIA
- where ZSIA has engaged local or offshore third-party service providers, as outlined in this Policy
- when permitted by you or at your request
- where legally required to do so; or
- where there is a duty of care by ZSIA

Cloud computing or other data management arrangements constitute “use” rather than “disclosure” of your personal information. The hosting provider of ZSIA websites and databases has access to all data. Other third parties which have access to website access data include Google (because ZSIA uses Google Analytics) and social media providers such as Twitter and LinkedIn.

The nature of cloud computing means that exact “location” of data at any one time is not possible to predict.

## How does ZSIA hold personal information?

ZSIA holds personal information electronically in a cloud-based database or in cloud-based files.

New information collected about an individual may be combined with other personal information already held about that individual, such as adding information to a member’s database record.

## What measures does ZSIA take to protect your personal information?

ZSIA strives to protect the personal information you provide us with from misuse, loss, unauthorised access, alteration, deletion and unauthorised disclosure. Personal information ZSIA receives is stored in the cloud.

Electronic communication is not a secure environment. Information sent via this medium (including via online forms, email or other electronic means), including your personal information, is at your own risk. ZSIA cannot guarantee the security of any information you transmit to or receive from ZSIA.



## How can I access information held about me?

You have a right to request access to personal information held about you by ZSIA and to correct any information which is not accurate. Your information will be removed or deleted if you so request, unless there is a sound reason under the Privacy Act. If ZSIA is unable to provide such access or correction, ZSIA will explain why and will explore other steps towards providing a reasonable response to the request.

Please contact ZSIA at [admin@zerosuicide.com.au](mailto:admin@zerosuicide.com.au) to ask for access to your personal information, to change your personal information or to request that your personal information be removed. ZSIA will take reasonable steps in relation to the amendment, supplementation or deletion of your personal information. Applicants must not seek access for frivolous purposes or unreasonably frequently.

## Links to other sites

ZSIA's website may contain links to other websites. ZSIA is not responsible for the privacy practices or the content of other websites. The privacy policies applicable to other websites may differ substantially from this Privacy Policy so we advise you to read them before using those websites. ZSIA will not be liable for any use of those websites.

## Contacting ZSIA

If you have enquiries, general concerns or complaints about this Policy, or about ZSIA's actions in relation to this Policy, or would like to receive a copy of this Policy, please contact [admin@zerosuicide.com.au](mailto:admin@zerosuicide.com.au)

If the individual and ZSIA cannot resolve any issue, the individual can complain to the Office of the Australian Information Commissioner.