

THE  
P/NNACLE  
FOUNDATION

ABN 81 127 662 604

Privacy

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## Privacy Policy for The Pinnacle Foundation

We are The Pinnacle Foundation ABN 81 127 662 604. Protecting your privacy is important to us. This policy explains how we manage personal information within our organisation.

### Kinds of Personal Information We Collect

The kinds personal information that we collect and hold about you may include:

- identifying information, such as your name and date of birth;
- contact information, such as your postal address, email address and telephone number;
- social media handles and other social media profile information that you make available to us or to the public;
- financial information, such as credit card, bank account or other payment details;
- information you provide when you sign up for a newsletter, or start an application to be a scholar, mentor, donor or volunteer, including username and passwords, information about your gender and sexual identity, and information about your education and experience;
- records of our communications with you, including any messages you send us; and
- device information, server log information, IP address, and location information.

Without this information we may not be able to provide you with access to all of our offerings and services such as our newsletter, website account login, scholarship, mentor and volunteer programs, to respond to queries or requests that you submit to us or to provide you with a tax invoice in relation to your donation.

### How We Collect Personal Information

We collect personal information about you:

- when you apply as a scholar, mentor, or volunteer;
- when you apply for a job with us;
- when you make a donation;
- when you attend an event that we're hosting;
- when you contact us; and
- by tracking your use of our websites and mobile applications.

Where we collect personal information from you, we will generally do so directly ourselves. However, in some cases we may collect personal information from a third party, such as to confirm references that you have provided to us. In these cases, we will generally do so with your express permission.

### Purposes for Which We Use Personal Information

We use personal information that we collect about you for the following purposes:

- to verify your identity when you are dealing with us;
- to answer your queries and requests;
- to conduct the application process for scholars, mentors, volunteers and employees;
- to run our scholarship, mentor and volunteer programs;
- to analyse and report on trends and conduct research;
- to receive and manage donations;
- to comply with our legal and regulatory obligations;
- to manage and resolve any legal or commercial complaints or issues;
- to promote our organisation, including by hosting events and publishing stories on our website and social media;
- to assess, maintain, upgrade and improve our operations, programs and offerings;
- to carry out education and training programs for our staff and volunteers; and
- to keep you informed about our activities, including by sending out newsletters.

We may from time to time use your personal information in order to send you communications about our organisation. You can opt-out of receiving marketing communications from us by contacting us at [privacy@thepinnaclefoundation.org](mailto:privacy@thepinnaclefoundation.org) or following the "unsubscribe" link in the communication.

We may also use and disclose your information for other purposes as authorised by you, or in accordance with your requests or instructions.

### People to Whom We Disclose Personal Information

We may share personal information about you with:

- your representatives and others you have authorised to interact with us on your behalf;
- our staff, mentors and volunteers who need the information to discharge their duties;
- our agents and service providers, including IT service providers, marketing and design agencies;
- payment system operators and financial institutions;
- professional advisers who we engage to provide advice on our business; and
- government authorities who ask us to disclose that information, or to other people as required by law.

Some of our service providers, including data storage and technology service providers, may be located or use locations outside of Australia. Our service providers or their data storage servers may be located and may store your personal information in a number of countries.

We use cookies to monitor and observe your use of our websites, compile aggregate data about that use, and provide you with a more effective service (which may include customising parts of our websites based on your preferences and past activities on those websites). "Cookies" are small text files created and stored on your hard drive by your internet browser software, in order to hold relevant information about the web page you are currently viewing. Most internet browsers have a facility that will allow you to disable cookies altogether – please refer to your browser's help menu to find out how to do this. While you will still be able to browse our websites with cookies disabled on your internet browser, some website functionality may not be available or may not function correctly.

### Access and Correction

If you want to access any of the personal information that we hold about you or to correct some aspect of it (for example, because you think it is incomplete or incorrect), please contact us using the contact details set out below. To protect the integrity and security of the information we hold, we may ask that you follow a defined access procedure, which may include steps to verify your identity. In certain cases, we may charge you an administration fee for providing you with access to the information you have asked for, but we will inform you of this before proceeding.

There may be cases where we are unable to provide the information you request, such as where it would interfere with the privacy of others or result in a breach of confidentiality. In these cases, we will let you know why we cannot comply with your request.

### Complaints

We try to meet the highest standards to protect your privacy. However, if you are concerned about how we are managing your personal information, please contact us using the contact details set out below. Complaints must be lodged in writing. We will deal with the matter within a reasonable time and will keep you informed of the progress of our investigation.

### Changes to this Policy

We may make changes to this policy from time to time, to take into account changes to our standard practices and procedures or where necessary to comply with new laws and regulations. The latest version of this policy is available on our website.

### Contact Details

If you need to contact us or want any further information from us on privacy matters, please contact our privacy manager at:

By email: [privacy@thepinnaclefoundation.org](mailto:privacy@thepinnaclefoundation.org)

By post: Attention: Privacy Policy  
The Pinnacle Foundation  
PO Box 990 Potts Point NSW 1335 Australia

# THE P/NNACLE FOUNDATION

[THEPINNACLEFOUNDATION.ORG](http://THEPINNACLEFOUNDATION.ORG)

THE PINNACLE FOUNDATION SCHOLARSHIP FUND IS ENDORSED AS A DEDUCTIBLE GIFT RECIPIENT BY THE AUSTRALIAN TAXATION OFFICE. DONATIONS OF \$2 OR MORE ARE TAX DEDUCTIBLE.

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