



## **THE URBAN CHALLENGE**

### **PRIVACY POLICY**



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## COMMITMENT STATEMENT

The Urban Challenge is a provider of outdoor education programs, mainly for school groups, Duke of Edinburgh Award participants and other recreation groups. The Urban Challenge requires detailed information from its participants and staff in order to run safe and efficient programs.

The Urban Challenge considers the privacy of its participants and employees to be of utmost importance, hence The Urban Challenge has developed a comprehensive privacy policy that complies with the National Privacy Principles, as outlined in the Privacy Act.

### What information does The Urban Challenge collect, and why?

The Urban Challenge collects information from its participants and teachers to help ensure that employees are equipped to run a safe and efficient program. Information collected includes:

- Name - due to the nature of information requested of a participant or teacher, The Urban Challenge cannot collect information anonymously.
- Contact Details (address, phone) - for correspondence in relation to gathering accurate information, for emergency contact and for administrative follow up.
- Date of Birth - for determining age and for identification.
- Medical Information - to alert The Urban Challenge of any medical conditions/issues for each participant or teacher.
- Medical Insurance Details – to assist in the provision of further medical assistance if required.
- Dietary Information - as The Urban Challenge provides food on all their programs, it is important to gather any special dietary requirements to allow provisions to be made.
- Physical Ability - some of The Urban Challenge's activities involve a certain level of skill e.g. swimming, therefore it is important to gather information on participants' skill level.
- Equipment requirements and payment information are also collected.
- Other – The Urban Challenge may collect other information, such as information on social behaviour, schools and teachers' views to gain further understanding.

### How do we collect this information?

The Urban Challenge collects its information through a series of forms that are to be filled out by the participant or teacher. Some of these forms are distributed and collected by the school. All initial information is collected in writing, with any follow up information being recorded at the time of acquisition.

Additional information is collected by means including:

- Written and/or verbal communication with school prior to program
- Written and/or verbal communication with the participants' parents/caregivers prior to and during the program
- Verbal communication with the participants during the program
- Verbal communication with the school staff during the program

The Urban Challenge may need to collect information from various other sources, as deemed appropriate, prior to, during, or at the completion of programs.

### How do we use the information?

In order to provide the participant with a successful outdoor experience, The Urban Challenge employees need to be well informed about the individual entrusted to their care. All Instructors carry personal information about the individuals in their team, such as name, medical information and dietary requirements, so they can support a safe and enjoyable camp.

In addition to the instructing staff, other departments and personnel access the relevant information they require to run an efficient program. E.g. the food services department and staff receive all special dietary information; this enables the correct types of meals to be delivered for the participant.

### **Are there any other ways we use the information?**

The Urban Challenge may use the collected information for research, risk management, statistical purposes, program planning, payment advice and school communications. Information may also be disclosed to a third party, in the instance that professional medical attention or assistance is required. Furthermore, The Urban Challenge may also disclose information under other circumstances including:

- Where you consent to The Urban Challenge doing so
- Where such use or disclosure is authorised or required by law.

### **Is the information stored securely?**

#### Prior

Prior to a program starting, the school collects information on behalf of The Urban Challenge. The school is informed of privacy issues while collecting the data. When all the information is obtained it is forwarded to The Urban Challenge's administration office where it is held for processing. The Urban Challenge will contact the school and/or parents to gain clarification on uncertain details, or to obtain further information as appropriate.

#### During

Participants' information is only carried by The Urban Challenge employees that require access for program purposes i.e. instructors carry the relevant medical information for their participants and teacher. Other information is distributed to the departments that require it i.e. dietary requirements to the food services department.

#### After

On course completion, The Urban Challenge retains one full set of information to fulfill statutory requirements. This information is archived and stored in our secure on-site lock up. Some further information is collected/collated to assist with research, programming, risk management and statistical purposes. Where appropriate, identities are removed from this information. Information that is no longer required after program completion is destroyed. In order to support security of information held, management or approved staff man The Urban Challenge offices, and offices are kept locked at all times when not in operation.

### **Do I have access to my information?**

If you require access to your information held by The Urban Challenge, you may request it in writing. However, there may be occasions when requests are denied in accordance to the exemptions contained in the National Privacy Principles.

### **What if I feel my personal information is not accurate?**

The information that The Urban Challenge holds is deemed accurate at the time of collection, no provision is made for changing personal information after the program concludes. However, if your details change prior to participating in The Urban Challenge program we encourage you to contact us so we can update the information before the person it pertains to attends program.

### **Social Media**

The use of Social Media is an integral part of The Urban Challenge and allows us to engage with the parent body. Upon providing personal information for participants prior to the commencement of a program, parents and guardians are asked to notify The Urban Challenge if the use of identifying images of their child/ward is appropriate in this platform.

Suitable images from the program are uploaded to a password protected online gallery for viewing by the parent and school body. More general images from the program may be posted to our social media profiles.

We have guidelines set out for our staff on the use of personal social media profiles and interacting with The Urban Challenge.

## **Privacy & The Urban Challenge Employees**

In order to support employees with a safe and efficient working environment at The Urban Challenge, and to address some statutory requirements, The Urban Challenge requires such information as personal details, medical information, qualifications held and information for wages (including details for the Australian Tax Office and for the superannuation fund).

The Urban Challenge uses this information to:

- Fulfill our statutory requirements for Taxation, Superannuation and Child Protection
- Maintain administrative processes i.e. wages
- Provide management with information on medical conditions
- Ensure the currency of any required qualifications

Information gathered is held at The Urban Challenge's administration office, with some further information being copied and shared with operations staff. Each staff member may access their own personal details at any time on request. All information gathered and used by The Urban Challenge is treated as confidential and will not be accessed unless necessary. The Urban Challenge reminds employees of their responsibility to keep their details current by advising the operations staff of any changes to their personal records.

Information such as First Aid and CPR Qualifications as well as their expiry dates will be put onto a database so that The Urban Challenge can monitor their status, and The Urban Challenge will maintain a copy of each employee's driver's license and First Aid Certificate within each employee file.

Employee qualifications may also be provided to a third party such as a school or the National Parks and Wildlife Service of NSW for proof of employee qualifications.

The Urban Challenge requests some information from staff for the purpose of employee communications. This information is not essential, but is requested so employees can contact each other out of work time and in the future. This information includes names and phone numbers which will be published in a staff contact sheet.