

CENTRAL COAST COMMUNITY FM RADIO ASSOCIATION LIMITED (T/A COAST-FM 963): PRIVACY POLICY

In this policy “we”, “us” and “our” means Central Coast Community FM Radio Association Limited trading as Coast-FM 963. Please read this policy carefully as it describes the way in which we collect and handle your personal information. We may update or revise this policy from time to time. If we elect to update or revise this policy, we will post the date on which that revision takes effect at the end of this policy. Please be aware that you have no obligation to provide any personal information requested by us. However, if you choose to withhold your personal information, we may not be able to provide you with the services or products that depend on the collection and use of that information.

1. OUR PRIVACY COMMITMENT

We recognise the importance of, and are committed to, managing any personal information that we collect in compliance with the Privacy Act 1988 (Cth), which includes the Australian Privacy Principles, and other Australian privacy laws (together, “Privacy Laws”).

2. HOW DO WE COLLECT PERSONAL INFORMATION?

Where possible, we collect your personal information directly from you. This collection includes through your:

- registration when you join as a member;
- entry into promotions or competitions;
- provide sponsorship
- answers to surveys;
- signing up to newsletters and other notifications;
- signing up to join our online communities;
- registration to attend events;
- provision of express permission when accessing applications sitting on Coast-FM 963 brand social media accounts;
- application for an internship or employment with us; and
- communications with us such as letters, telephone calls, text messaging and emails regarding services and products; and

3. WHAT PERSONAL INFORMATION DO WE COLLECT?

The personal information we collect varies depending upon the purpose of the collection and the product or service we are providing you. Generally, we collect and hold the following types of personal information:

- your name and address;
- your telephone number;
- your e-mail contact details;
- your date of birth;
- your gender;
- other information you may make publicly available online (including but not limited to on social media platforms);
- bank account/credit card numbers and associated details as reasonably required in relation to processing payments at your request; and
- any other personal information which may be required in order to facilitate and

where possible improve your dealings with us. However, for certain purposes, such as where you apply for employment with us, we will collect additional personal information such as your employment history, educational history and employment references. We generally do not collect sensitive information that is associated with an identifiable individual.

4. WHY DO WE COLLECT AND USE YOUR PERSONAL INFORMATION?

We will collect your personal information if it is reasonably necessary for the performance of our business activities and functions, which includes providing a range of products and services to you, some of which are listed below.

4.1 Sales Promotions, Competitions, Surveys and registration to attend our events

We collect personal information when you respond to one of our promotions, competitions or surveys or when you register to attend an event in order to inform you if you have won a prize, to place you on a guest-list to the event and to help us better understand what products and services you would like to receive information about in the future.

4.2 Registration for our newsletters, online communities and/or loyalty clubs

We collect personal information when you sign up to register for our newsletters or join one of our online communities or loyalty clubs. By providing this personal information we are able to keep you updated on special offers and events that you may be interested in and to reward your commitment to the brands.

4.3 Employment or internship

We collect personal information from applicants who are seeking employment or an internship with us as part of the recruitment process. In circumstances where you do not provide the mandatory personal information, we will be unable to consider you for a position with us.

4.4 Direct Marketing and Research

As set out above, we may use personal information about you for marketing and research purposes. However, you can manage your communication preferences with us in a number of ways, eg the marketing communications that we send to you will also contain information on how to unsubscribe from those communications.

We will not disclose your details to other organisations such as our related companies or third parties for marketing purposes unless required by Law.

1. WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO?

We do not provide your personal information to third parties.

In certain circumstances, we may disclose your personal information where required or authorised to do so by law, including in emergency situations and to assist law enforcement agencies. We will always ensure that those to whom we disclose your personal information have the legal right to receive it.

2. HOW IS YOUR PERSONAL INFORMATION SECURED?

We understand that the security of your personal information is important. As such, we take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. We store

information both at an onsite secure server and at trusted third party storage providers. We undertake regular training of relevant staff to ensure that they are aware of our privacy commitments and our obligations in the collection, use and disclosure of personal information. Our staff is also required to sign in and use a password when accessing our secure systems.

3. ACCESS TO AND CORRECTION OF PERSONAL INFORMATION

You can access or correct your personal information by contacting us using the 'Contact Details' set out below. Please provide us with as much detail as you can about the particular information you wish to access or correct, in order to help us retrieve it. We may charge you an access fee to cover our costs of providing that information to you. We will inform you of applicable fees before they are incurred. In certain circumstances, we may refuse your request to access, or correct, your personal information. If that is the case, we will provide you with reasons for that decision unless it is unreasonable for us to do so.

We take reasonable steps to make sure that the personal information we collect is accurate, complete and up-to-date including updating personal information when we are advised by you that your personal information has changed.

If you wish to delete the personal information we hold about you, please let us know by contacting us using the 'Contact Details' set out below and we will take reasonable steps to delete the information, unless we are required to retain it for legal reasons.

4. THE USE OF COOKIES AND WEB BEACONS THROUGH OUR WEBSITES

Information may be collected when you access our websites, such as the time and specific page you visited. This information is collected through "cookies". A "cookie" is a small piece of information, or file, that a website sends to your computer's hard drive while you are viewing that website for record keeping purposes. Most web browsers are automatically set to accept cookies. If you do not wish to receive any cookies you may set your browser to refuse cookies. However, this will mean you will not be able to take full advantage of our websites.

We, and our service providers, use the information collected from cookies for a number of reasons:

- for statistical purposes in order to track how many users we have and how often they visit our website;
- to provide statistical data, ratings and other information for industry and other public reporting;
- to provide you with a more personalised, convenient and interactive experience on our websites;
- to track who has viewed an advertisement or clicked-through an advertisement; and
- to provide you with a more targeted advertising experience both on and off our websites, allowing us to impose restrictions where appropriate and monitor how effective an advertising campaign has been.

We sometimes use services, including Google AdSense, DoubleClick, Adobe, Nielsen and Facebook, in activities such as analytics and online behavioural advertising, to provide you with more relevant messages. You can find more information on these services and choose to opt-out from services of your choice by using this website <http://optout.networkadvertising.org>. You will still see advertising after opting out, however it won't be tailored to your likely interests. Opt-outs only apply to online behavioural advertising and do not apply to other technologies such as email and

social advertising.

5. **THIRD PARTY WEBSITES**

When you click on advertisements or links on any of our websites, you may be redirected to a third party website. The linked websites are not under our control and we are not responsible for the conduct of companies linked to our websites. By placing a link to a particular product, we are in no way endorsing that product. We recommend that, before disclosing your personal information to a website to which you were redirected from an advertisement, you read that website's privacy policy and terms of use/service.

6. **ANONYMITY AND USE OF A PSEUDONYM**

You may request at any time that you remain anonymous, or choose a pseudonym, when dealing with us. To the extent that it is lawful and practicable for us to enable you to do so, we will grant such a request.

7. **HOW TO MAKE A COMPLAINT**

If you wish to make a complaint about the way in which we handle your personal information, please contact our Privacy Officer using the contact details set out below. We undertake to acknowledge and investigate any complaint promptly and will respond to written complaints within a reasonable time from the date of receipt. If you are dissatisfied with our response, you may refer the matter to the Australian Information (Privacy) Commissioner (see www.oaic.gov.au).

8. **CONTACT DETAILS**

If you have any questions or comments on our privacy policy, if you wish to update the personal information we hold on you or make a complaint, please write to:

The Privacy Officer

Central Coast Community FM Radio Association

PO Box 19

Gosford NSW 2250

Alternatively, you can send an email to our Privacy Officer at privacy@coastfm.org.au.

Privacy policy last updated on 19 April 2021.