

Privacy Policy

1. Introduction

Hunter Writers' Centre (HWC) is a not-for-profit association supporting writers in the Hunter Region through our services, programs and events. We collect personal information to run these activities and keep you informed about them.

We handle your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Policy explains what we collect, why, and your rights over that information.

This Policy applies to information we collect from you directly (via our website, social media, phone, email, in person, through our programs, or in writing) and from third parties, about you.

2. Information we collect

Website data. Our website automatically logs anonymous technical information (e.g. browser type, pages visited, referring site) for statistics. We don't use this to identify you, except if legally required to do so under a warrant.

Our website may use cookies to remember preferences and understand how the site is used. You can disable cookies in your browser, though some site features may not work as well as a result.

Our website may link to other sites and social media pages; we're not responsible for their privacy practices. We recommend that you review the privacy policies applicable to any other websites you visit.

Personal information. You may give us personal information directly, e.g. registering for a program, subscribing to our newsletter, submitting work, or making an enquiry. This typically includes your name, contact details, social media handle, and details of any enquiry or complaint. We only collect what we need to provide our services.

You don't have to provide this information, but we may not be able to process your registration or provide the relevant service without it.

Sensitive information is only collected with your specific consent. Where we ask for this information, e.g. for on program or competition submission forms, it is optional,

and is used only for internal reporting and to help us understand the reach and impact of our programs as a not-for-profit organisation. It is not required to complete your submission or registration, and choosing not to provide it will not affect your eligibility or application.

If you apply for a residency or exhibition, the information you provide is only used to consider that application.

3. How we use your information

We use your information to:

- respond to enquiries and manage our relationship with you;
- run and promote our programs, events, and services;
- process payments (using our payment processor, Stripe) for entries, memberships, and services;
- conduct surveys and research;
- send you newsletters and updates (you can unsubscribe any time); and
- work with the service providers who help us do the above (e.g. our website host or email platform).

We don't disclose personal information for any other purpose, or to anyone else, unless you've consented or we're required to by law.

We may share de-identified, aggregated data (e.g. total registration numbers) for research or reporting purposes.

4. Where your information is held

We store information on our own Australian servers where practicable. Some information is stored or processed by third-party service providers, which may be located overseas.

For our other service providers (e.g. website hosting, email/newsletter platform), we're currently confirming exactly which countries this applies to and will update this section once that review is complete. Before disclosing information to any overseas provider, we take reasonable steps to ensure they handle it in line with the APPs.

We take reasonable steps to destroy or de-identify personal information once we no longer need it, subject to any legal record-keeping requirements.

5. Accessing and correcting your information

You can ask us for access to the personal information we hold about you, or ask us to correct it if it's wrong, out of date, or incomplete. We'll respond within a reasonable time (generally 30 days) and there's no charge for correction requests.

If we can't provide access or won't make a requested correction, we'll explain why in writing and let you know how to take it further. If you disagree with a decision not to correct something, you can ask us to attach a note recording your objection.

6. Privacy complaints

If you think we've mishandled your personal information, contact us in writing (details below) with as much detail as you can provide. We handle privacy complaints under our Complaints Handling Policy (HWC-POL-1409) – we'll acknowledge your complaint within 5 working days and let you know the outcome and our reasons.

If you're not satisfied with our response, or we haven't resolved things within 30 days, you can take your complaint to the OAIC:

Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001 www.oaic.gov.au | 1300 363 992

7. Changes to this Policy

This Policy may be varied from time to time, and an updated version will be posted on Hunter Writers' Centre websites. Please check our websites regularly to ensure that you have the most recent version of the Policy.

8. Contact us

Contact us

Hunter Writers' Centre Incorporated PO Box 494, The Junction NSW 2291 ABN: 44 903 609 935 Email: contact@hunterwriterscentre.org Phone: 0435 858 145

Please mark privacy-related correspondence "Attention: Privacy Enquiry", so it can be actioned promptly.