



PRIVACY POLICY

LITTLE B.I.G. FOUNDATION LIMITED

This Privacy Policy forms part of LBF's commitment to transparency and accountability. It has been prepared in accordance with the ACNC guidelines and the Australian Privacy Principles. Please ensure you read this document carefully and contact the Privacy Officer if you need further clarification.

1. Introduction

The Little B.I.G. Foundation ("LBF", "we", "us", "our") is dedicated to protecting the privacy of our community members, program participants, volunteers, contractors, and all other stakeholders.

This Privacy Policy outlines our practices regarding the collection, use, storage, and disclosure of personal information and other data. It applies across our operations at the Little BIG House, the Good Work program and any future programs.

Our approach reflects compliance with the Australian Charities and Not-for-profits Commission (ACNC) guidelines, the Privacy Act 1988, and the Australian Privacy Principles (APPs).

LBF considers the need for the information and data we collect in each instance as well as the obligations that come with its collection, storage and use. We only retain personal information where there is an ongoing need to hold that information.

2. Information We Collect

We collect personal data that *may* include:

- a) Contact Details: Name, home address, business address, workplace, phone number, ages, dates of birth and email address.
- b) Financial Information: Bank account or credit card details for the purpose of hiring community venues.
- c) Event Information: Details such as event ideas, venue requirements, attendance information and frequency of attendance.
- d) Self-Reported Wellbeing Data: Information about social connection, loneliness, physical and mental health, and community participation. This information is deidentified and stored separately to support research and analysis. Please refer to the section below on use of Self-Reported Wellbeing Data.
- e) Employment details: Information reasonably required by our employees, contractors and suppliers.

We collect multimedia data that *may* include:

- f) Photos/videos taken by professional photographers at our events for marketing purposes.
- g) Photographs/videos provided directly by individuals to promote events or the Little BIG House generally.
- h) CCTV recordings captured within the Little BIG House solely for security purposes. These recordings are stored on a local server for 2 weeks and remotely for 3 months before secure destruction. The footage is not monitored and is reviewed on an as-needs basis in the event of damages, complaints or issues management.





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3. Sources of Data

LBF collects data from a variety of sources, including but not limited to:

- a) Website: Data submitted through contact forms, enquiry details, personal identifying information, and event ideas.
- b) Opt-In Surveys: Feedback on our programs, events, services, and facilities is collected via surveys. Survey responses include both contact information and self-reported wellbeing data, with the latter being deidentified.
- c) In-Person and Verbal Interactions: Information gathered through conversations with volunteers and community members.
- d) Event Check-In Platforms: Data collected via platforms used in promoting, record keeping and distributing information about events, where individuals register using their contact information.
- e) Venue Check-In: Data such as name, email, and approximate location collected from all attendees at events.
- f) Contractor and Partner Lists: Contact information supplied by our contractors and third parties who provide services to LBF.
- g) Direct End-User Submissions: Information provided directly by individuals when opting in to communications or other services.
- h) Social Media: Publicly provided information through social media channels (note: these data are not stored in our general database, but may be used to inform communications).
- i) Promotional activity: Data for promotional activities is collected through initiatives managed directly by LBF or by external agencies (including video production teams and photographers), as well as via media channels (TV news, press, and independent journalists). This is collected inline with express media consent by the involved parties.
- j) Direct Email and Correspondence: Any personal data received via email or other forms of direct correspondence with the public.

4. How We Use Your Information

LBF uses the collected data for several key purposes:

- a) Marketing and Communications: To market LBF and promote events, programs, and services through email distribution lists and other communication channels, which you have agreed to.
- b) Survey Administration: To manage prize draw processes including contacting the randomly drawn survey respondents.
- c) Service Provision: To deliver services that have been requested, including the Good Work programs and other services.
- d) Administration: To ensure operational efficiency by sharing the appropriate data internally within LBF among employees on a need-to-know basis.





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5. Disclosure of Information

Your information may be disclosed in the following ways:

- a) Within LBF: Only those employees who require the information as part of their roles (e.g., for service delivery, event management, or operational support) have access.
- b) Service Providers and Contractors: Trusted third-party service providers such as marketing agencies, IT, legal advisors, and other contracted entities may receive your data exclusively for the purpose of supporting our services. These providers are required to adhere to confidentiality and data protection standards.
- c) Service Delivery: Data is shared with third parties only when it is necessary to provide requested services.
- d) Consent-Based Sharing: In cases where additional sharing is required, LBF will obtain your explicit consent prior to disclosure.
- e) Legal and Regulatory Requirements: We may disclose data to comply with legal obligations, regulatory processes, or government requests.

6. Data Storage and Security

We take data security seriously and have implemented technical and organisational measures to safeguard your information:

- a) Secure Storage: Both digital and physical measures are in place to protect your data from unauthorised access, loss, or misuse.
- b) Data Retention Policy: Personal data is retained only as long as necessary for the purposes outlined in this policy or as required by law.
- c) Video Recordings: CCTV recordings are stored locally for 2 weeks and remotely for 3 months before secure deletion.
- d) Deidentified Data: Wellbeing-related data is deidentified and stored separately to ensure privacy during analysis and reporting.

7. Data Access and Correction

You have rights regarding your personal information, including:

- a) Access: You may request access to your data held by LBF.
- b) Correction: If you believe your data is inaccurate or outdated, you can request corrections.
- c) Source information: in line with APP 7, you may request the LBF provide its source for an individual's personal information, unless it is impracticable or unreasonable to do so.
- d) Opt-out: you may request not to receive direct marketing communications (also known as 'opting out').
- e) Deletion: Subject to legal, operational and reasonable requirements, you may request the deletion of your personal data from all LBF owned sources.





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Requests for access, correction, or deletion should be directed to our Privacy Officer. We will respond to your request within a reasonable timeframe and in accordance with legal requirements.

8. Self-Reported Wellbeing Data

The Self-Reported Wellbeing Data (collected as a part of our survey) is gathered to better understand community health and social participation within our programs. This data informs our research into trends related to loneliness, social connection, physical health, mental health, and overall community participation. Insights derived from this information help shape our programs and support services, guide community outreach, and contribute to public reports that aim to foster a broader understanding of wellbeing within the communities we serve.

Storage:

- a) **Deidentification:** Self-Reported Wellbeing Data is deidentified as soon as it is collected, ensuring that personal identifiers are separated from the wellbeing responses.
- b) **Data Separation:** Personal identifying information and the corresponding wellbeing data are stored separately to further reduce any risk of reidentification and to maintain confidentiality. There is no link between the data sources.
- c) **Secure Storage:** The deidentified data wellbeing is stored in a secure environment with access restricted to authorised personnel only.
- d) **Retention:** The data is retained only for as long as necessary to achieve the research and program objectives outlined in this policy, subject to ongoing review and in compliance with relevant legal and regulatory requirements.

Use:

- e) **Research and Analysis:** The data is used in an anonymised and aggregated form to analyse and identify patterns relating to community wellbeing. This analysis supports improvements in our events, services, and the operational efficacy of our programs.
- f) **Program Development:** By examining trends in self-reported wellbeing, LBF can tailor interventions and design programs that more effectively meet the needs of our community members.
- g) **Public Reporting:** Anonymised and aggregated findings may be published in reports or presented at events to inform stakeholders, policy-makers, investors and the broader community about trends and outcomes without compromising individual privacy.

Sharing:

- h) **Internal Use Only:** Access to the deidentified wellbeing data is restricted to LBF staff and researchers who require this information for analysis and program development.
- i) **External Partners:** When shared with external research partners or collaborators, the data is provided only in an anonymised and aggregated format to ensure that individual identities cannot be deduced.
- j) **Publication:** Any published material derived from this data will be anonymised, using aggregate statistics and anonymised quotes only, ensuring that the privacy of individuals is maintained at all times.
- k) **Consent:** In instances where more specific sharing might be beneficial, explicit consent will be obtained from individuals prior to any disclosure that could potentially identify them.





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9. International Data Transfers

When personal information is transferred outside of Australia, we ensure that appropriate safeguards are in place to maintain a level of protection consistent with this Privacy Policy and applicable Australian privacy laws.

10. Survey Data and Deidentified Wellbeing Information

Survey responses and wellbeing data that are collected through opt-in mechanisms are processed in an anonymised form for research and reporting purposes. Personal contact information and direct identifiers are stored separately from the deidentified wellbeing data.

11. Changes to This Privacy Policy

LBF may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will update the effective date at the top of the policy and notify stakeholders as appropriate. We encourage you to review the policy periodically.

12. Contact Us

If you have any questions about this Privacy Policy, wish to make a data access or correction request, or have concerns about how your information is used, please contact our Privacy Officer:

Privacy Officer

Little B.I.G. Foundation

Email: hello@littlebigfoundation.org

Phone: [02 9220 7005](tel:0292207005)

