



St Luke's
Innovative
Resources

PRIVACY POLICY

INTRODUCTION

This Privacy Policy applies to all personal information collected by (or on behalf of) St Luke's Innovative Resources (IR) in the operation of our websites, social media, commerce, ecommerce and other activities. It describes how we collect, hold, use or disclose this information, and your rights of access, correction and deletion.

St Luke's Innovative Resources is committed to respecting and protecting all personal information shared with us by authors, artists, resellers, customers and partners in accordance with Australia's privacy laws (Privacy Act 1988) and the General Data Protection Regulation (GDPR) governing the personal information of UK and EU citizens.

St Luke's Innovative Resources (IR) is a trading name of Anglicare Victoria (ABN: 97 397 067 466). Anglicare Victoria is a community services organisation providing child, youth and family services in Victoria and New South Wales, Australia. IR abides by the **privacy policies** of Anglicare Victoria.

IR is a not-for-profit publisher of resources including card sets, stickers, books, picturebooks, tactile materials, apps and other digital materials. In addition, IR provides in-person and online workshops and training. IR markets and sells these materials through our website and various other media and social media avenues including:

Our websites: www.innovativeresources.org; www.innovativedigital.org, www.seriouslyoptimisticonlinespace.org

Our [catalogue](#)

Our [online newsletter/blogs](#)

 www.facebook.com/Innovativeresources

 [@stlukesir](https://twitter.com/stlukesir)

 [@stlukesinnovativeresources](https://www.instagram.com/stlukesinnovativeresources)

What personal information does IR collect?

In the course of engaging with us or conducting business, IR may collect personal information, including:

- your title
- name
- email address
- postal address (personal and work)
- website address
- telephone numbers
- fax number
- employer name or name of your organisation
- preferred pronoun
- payment information including credit card details.

When is personal information collected?

We may collect personal information that you share with us in connection with:

- submitting a proposal for publication
- participating in the development of a resource including as an author, artist, designer, advisor or as part of a focus group
- purchasing or expressing interest in any of our resources including books, picture books, card sets, stickers, tactile resources, apps and digital resources
- registering for, or expressing interest in, our in-person or online workshops, courses and training
- subscribing to our newsletter, apps or any other content or resource
- phoning us or sending us an email or request for information or support in using our resources
- sharing a story about how you are using our resources
- requesting the use of our materials or images
- posting comments or any other content on our websites, blogs or our social media sites
- receiving a review or advance copy of a resource
- participating or expressing interest in an event or meeting
- giving feedback on IR's products, services or training
- your entry into a competition, including through our newsletter, social media or website
- Your entry into a contract or formal agreement with us.

Why does IR collect personal information?

As outlined above, IR collects and holds personal information for business purposes, which includes providing products and services to our customers, operating our websites and social media sites, and participating in relationships with authors, resellers, agents, suppliers and others. These purposes include the following:

- **Online and in-person sales** – to enable us to fulfil ecommerce orders placed via our website, or in-person sales at our premises, at trainings, conferences and other events
- **Resellers and agents** – to manage our relationship with our reseller partners, including the sale and delivery of materials to them
- **Corporate or organisational partners** – to manage our relationship with our corporate or organisational partners, including through orders, training and consultation
- **Authors, illustrators, contributors and suppliers** – to enable us to create, publish, distribute and freight materials
- **Media, key organisations and individuals** – to inform relevant organisations, practitioners and members of the public about practice modalities and resources related to human services and education including child, youth and family services, mental health, social justice, organisational practice, goal-setting, supervision, training, social and emotional learning
- **Events** – to send customers and other stakeholders invitations to, or information about, events, competitions, promotions, products or services
- **Newsletters, special offers and promotions** – to provide customers with details of events, products and services of IR via our newsletter and emails
- **Feedback and complaints** – to improve our products and services.

What information is gathered by IR's website technology?

Our websites (www.innovativeresource.org; www.innovativedigital.org and www.seriouslyoptimisticonlinespace.org) use cookies or other technology to operate the site. This is so people can login and use the functions of the site. Cookies may also make a record of your visit for statistical and business purposes. Such information includes your server address, domain name, IP address, the date and time of your visit, pages accessed, documents downloaded, and the type of browser used. The data collected from cookies helps us analyse browsing patterns of users in order to improve the content and design of our website. The information collected from these cookies is for the exclusive use of IR and will not be disclosed to third parties.

Please note if you disable cookies you may not be able to use some features of our websites such as discounts, login information or our online apps.

For more information about cookies, please see 'About Cookie' sites such as: <https://www.allaboutcookies.org/>

Does IR disclose personal information?

We only use your personal information for the purpose for which it was originally collected, such as to process your order. However, when a purchase is made, your name and contact details will be added to our mailing list. We will not use or disclose your information for other purposes, unless you specifically give your consent.

In addition, IR may use or disclose personal information:

- where required or authorised by or under an Australian law (including the Act) or court/tribunal order
- if certain situations set out in section 6.2 of the Australian Privacy Principles apply, including where we hold a reasonable belief that the use or disclosure is required for health and safety purposes, or that use or disclosure is necessary in relation to certain suspected unlawful activity or misconduct
- if reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.

Your personal information may be disclosed to:

- external service providers in relation to the fulfilment of orders from the websites such as processing credit card information. This disclosure will always be on a confidential basis and such service providers will be limited in their use of your information to the purpose of IR activities only. For a list of the service providers we use, please see page 5
- specialist advisers who have been engaged to provide legal, administrative, financial, insurance, research, or other services
- any other person authorised by you.

When disclosing personal information to third parties as outlined above, we impose strict obligations of security and confidentiality regarding the way they handle that information. We do not grant them permission to sell or transfer your personal information.

How does IR hold and secure your personal information?

Once collected, we may hold your personal information in a number of different formats, including software programs (located both onsite and offsite, including in the cloud), databases, filing systems and in offsite backup storage.

IR takes all reasonable steps to protect your personal information from loss, unauthorised access, modification, disclosure, interference or other misuse.

What happens when you place an order with IR?

If you make a purchase, you must provide us with personal information to allow us to process your order and payment, and to deliver the purchased item to you. We keep a record of your purchase data for our reporting and accounting purposes.

Credit card information supplied to us is not retained by Innovative Resources once the purchase is processed. Secure ecommerce service providers may hold credit card information (for example, if the purchase is via subscription). See below for a list of these.

When you place an order with us, your name, address and email details are added to our Mailchimp database. You will receive our monthly SOON (our Seriously Optimistic Online Newsletter) and occasional emails about upcoming releases and events. This database is strictly confidential and is not shared with any other parties or organisations. You may ask for your details to be removed from the database at any time, by clicking unsubscribe at the bottom of the email, or by contacting us.

What ecommerce service providers do you use?

Any information you supply to us is considered private therefore is not supplied in any form to other parties outside of our organisation, unless the sale requires the use of a third party ecommerce service provider. Here are links to the privacy policies of service providers we use:

Teachable (online learning)

Stripe (online learning and web-based apps on innovativedigital.org)

Campion (digital resources on myconnectshop.campion.com.au)

Paypal (all sales)

Mailchimp (monthly newsletter called 'SOON', and emails)

Google Privacy and Terms (The Bears app)

Apple Privacy (The Bears app)

What about other websites that feature or sell IR's products?

Innovative Resources is not responsible for the privacy practices of websites or social media pages belonging to other organisations, businesses or individuals including resellers, agents or suppliers. Neither is IR responsible for the in-person sales practices of retailers, trainers or agents.

How do I find out, update or delete my personal information held by IR?

You may request access to the personal information that IR holds about you or have that information updated or deleted by contacting us by email, phone or mail. Please notify IR promptly if there are any changes to your personal information.

You can unsubscribe to our newsletter or mailchimp emails at any time by clicking 'unsubscribe' located at the bottom of the communication.

Is IR subject to the GDPR legislation in the UK and EU?

New privacy legislation called The General Data Protection Regulation (GDPR) came into effect in May 2018. This affects all businesses such as IR who collect personal information from customers who may be located in the UK and EU. While we have resellers in England and other countries such as Singapore, New Zealand, Finland and Sweden, we believe our privacy policies protect the personal information of all customers in accordance with GDPR.

Complaints

If you have a complaint about IR's compliance with the **Australian Privacy Principles** or concern about any aspect of our privacy policy or practices, please contact us as soon as possible. IR will investigate your complaint and respond to you within a reasonable time and in accordance with our legal obligations, and take any necessary corrective actions promptly.

For further information about privacy issues, please see the Office of the Australian Information Commissioner's website at **www.oaic.gov.au**

IR may amend this Privacy Policy from time to time. Any changes will be effective as of the date the updated policy is posted on our website.



St Luke's
Innovative
Resources

62 Collins Street Kangaroo Flat Victoria 3555 Australia
p: +61 3 5446 0500 f: +61 3 5447 2099 e: info@innovativeresources.org w: innovativeresources.org
St Luke's Innovative Resources is a not-for-profit publisher. All sales support the services of Anglicare Victoria.



St Luke's
Innovative
Resources

w: innovativeresources.org