

Data Privacy Policy

Our Vision

Our vision is for a vigorous and sustainable public interest journalism sector that contributes to the health and wellbeing of people, families, communities, policies, societies and the environment.

Our purpose is to provide a range of social journalism and professional services to help enable communities, policy-makers and practitioners to improve health and wellbeing, with a determined focus on improving health equity. We take a local, regional, national and global focus.

At Croakey, your privacy is critically important to us and we are committed to these principles around data collection:

- We are thoughtful about the personal information we ask you to provide and the personal information that we collect about you through the operation of our services.
- We store personal information in a CRM database only for as long as we have a reason to keep it.
- We aim to make it as simple as possible for you to control what information we keep on you, explain what we use it for, with whom we share it, and to understand how to have it permanently deleted.
- We aim for full transparency on how we gather and use your personal information.

The amount and type of information we collect depends on the context and how we use the information.

Croakey Conference News Services/ Croakey Professional Services: If you are interested in our Services, we ask for basic information such as name, organisation and email.

Newsletter subscriptions: If you are interested in our Services you may subscribe to our weekly newsletter. We ask for basic information such as your full name and email address.

Contributor: If you are a Contributor to @CroakeyNews we ask for information to sign you up as a Croakey contributor and acknowledge your contribution on our website. We also need your contact details if you accept our offer of a complimentary subscription to our weekly news bulletin, which is available to contributors

Donor: If you provide a donation to Croakey through Patreon, the Croakey Funding Consortium or online, we ask for details such as your name, bank details (we don't store bank details) and email so we can contact you regarding your donation and to acknowledge your contribution (where you have consented to us doing so).

Our Privacy Policy is provided in full below. If you have any questions about this Privacy Policy, please contact us.

Privacy Policy

This Privacy Policy applies to information we collect about you when you use our website. Throughout this Privacy Policy we refer to our website and other products and services collectively as “Services”.

Information We Collect

We only collect information about you if we have a reason to do so—for example, to provide our Services, to communicate with you, or to make our Services better. We collect information you provide to us, and automatically through operating our services.

We collect your Personal Information directly from you and from third parties. The types of Personal Information we collect depends on the circumstances in which the information is collected. For example, we may collect Personal Information when you create an account for, or publish an article or comment on Croakey Health Media, which may include:

- We collect information to create a newsletter subscription account:
 - full name and email address
 - for contributors, other contact details including phone number.
- We collect personal information when you donate to us online.
- We collect information when developing and delivering Croakey Conference News or Croakey Professional Services including:
 - contact information, name, organisation, position, and email address.

Payments

- All financial transactions, including paid subscriptions, donations and Patreon payments are done through **PayPal Australia Pty Limited**. <https://www.paypal.com/au/>
- Croakey Health Media does not keep any bank, credit card or financial information.

How We Use Information

We use information about you as mentioned above and as follows:

- Subscribing to our Newsletter – when subscribing, to register your details and to provide you with your weekly newsletter
- Croakey Conference News or Croakey Professional Services - to develop services and communicate with you about services to be provided, and to create access passes to events
- Analytics - To monitor and analyse trends and better understand how users interact with our Services, which helps us improve our Services and make them easier to use.
- Contributor - To sign you up as a Croakey contributor and acknowledge your contribution on our website.
- Donor - to contact you regarding your donation, to acknowledge your contribution (where you have consented to us doing so).
- For purposes to which you have consented or as otherwise required by law.

Sharing Information

Security

While no online service is 100% secure, we work hard to protect information about you against unauthorised access, use, alteration, or destruction, and take reasonable measures to do so.

Where will my data be stored

We are very conscious about where we store your data and we make sure we are only using trusted and compliant vendors and third parties for data storage.

Croakey uses **HubSpot** as the CRM

Website: <https://www.hubspot.com/>

Location: Cambridge. United States

Data Retention and Deletion

We only keep the data for as long as it is needed to do the job outlined in the above privacy policy. We can keep information for longer where it is necessary to comply with legal obligations and resolve disputes. We do keep website logs for a longer period of time, to ensure website security and improving website functionalities.

Access to Personal Information

Under the Privacy Act, you have the right to access the Personal Information that we hold about you.

We handle any access request in accordance with the Privacy Act. The Privacy Act provides some exemptions to access requests. We may require that you provide proof of your identity in order to grant your access request.

It is free to make an access request. However, depending on the scope of your request, we may charge an administration fee for the time we spend locating, compiling and explaining the information you ask for. If we need to charge a fee, we will let you know up front and confirm that you would like us to proceed.

If you would like to request access to your Personal Information, please contact us at info@croakey.org.

Accuracy of Personal Information

We take reasonable steps to maintain the accuracy of your Personal Information.

Under the Privacy Act, you also have the right to ask us to correct any Personal Information we hold about you. We encourage you to contact us if you become aware that the Personal Information we hold about you is incorrect or to notify us of a change in your Personal Information.

We handle any correction request in accordance with the Privacy Act. The Privacy Act provides some exemptions to correction requests.

If you would like to request a correction to the information that we hold about you, please contact us at info@croakey.org

Complaints

If you have any complaints concerning our Privacy Policy or the way in which we have dealt with your Personal Information, please email us at info@croakey.org

If you make a complaint, we will assess your complaint and respond within 30 days.

If you aren't satisfied with the way in which we handle your complaint, you can complain to the Australian privacy regulator, the Office of the Australian Information Commissioner.