



PRIVACY POLICY | JULY 2026

This Privacy Policy is designed to tell you what will happen to the information you provide through this website or through any other form of communication with us, Sony Foundation Australia Limited (ACN 086 967 222), our wholly owned subsidiaries, or our agents or contractors. Please be sure to read this entire Privacy Policy before using this website or submitting any personal information to us or our agents or contractors.

Personal Information

This Privacy Policy relates to any personal information or sensitive information of yours which is provided to us.

Personal information is any information about an identified individual or an individual who is reasonably identifiable, whether the information is true or not and whether the information is recorded in a material form or not.

Sensitive information includes personal information about your racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or sexual practices, criminal record, health information, genetic information, biometric information, or biometric templates.

We may collect sensitive information (including health information) and will collect, use, or disclose sensitive information about you only as allowed by law, for example, where we have received your consent to do so, or the collection is required by law.

Your Consent

By using this website or otherwise providing us directly, or through others, with your personal information, you agree to the terms of this Privacy Policy and consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy, the *Privacy Act 1988 (Cth)*, as amended (including the Australian Privacy Principles) (the **Act**) and other applicable privacy laws.

Passive Information Collection

As you navigate through this website, certain information may be passively collected (that is, gathered without you actively providing the information) through various technologies such as cookies, internet tags, web beacons, and navigational data collection.

This website may use and combine such passively collected anonymous information to provide better services to website visitors, customise the website based on your preferences, compile and analyse statistics and trends and otherwise administer and improve the website for your use. Such information is not combined with personally identifiable information collected elsewhere on the website unless you have consented.

How We Collect Your Personal Information

We collect personal information that is necessary for our business activities and in order to provide and develop our services. We may collect personal information in a number of ways, including:

- directly from you when you provide it to us or our agents or contractors;
- from related companies and business partners;
- from publicly available resources;
- from third parties such as health professionals and organisations including hospitals and schools;
- where the personal information relates to a child or a person who does not have the requisite capacity, from their parent, guardian, or carer; or
- by analysing our own records of your use of our services and website.

We may also collect your personal information where we are legally required to do so.

What Personal Information Do We Collect and Why?

The types of personal information we collect may include your name, age and date of birth, address and postcode, demographic information, contact details, telephone numbers, email address, information about how you use our services and programs, your references regarding our services and programs, health information, financial information (e.g. payment details of donors, if receiving government financial assistance).

If we are not provided with the personal information that we request, we may not be able to meet your request or provide our services or programs to you.

The personal information you provide may be used for purposes connected with our business operations, which include to:

- contact you;
- verify your identity;
- manage our relationship with you;
- facilitate the provision of our services and programs to you;
- address or respond to requests from you;
- inform you of existing and proposed services and programs which we provide;
- better understand your needs in the area of support;
- develop and improve the quality and scope of the services and programs we provide, seek your feedback;
- process gifts, prizes, donations, or payments you make to us;
- manage your participation in volunteering, fundraising, research activities, and programs;
- manage your membership or corporate partnership with us; or
- manage our obligations with funding bodies as part of our funding arrangements.

Your personal information may be used so that we, our wholly owned subsidiaries, agents, and contractors can provide you with information about our services and programs, such as by way of direct mail or telemarketing, and, subject to any applicable opt-in mechanism (if any), by email, SMS and MMS, or to request your feedback for promotional purposes. You always have the right to opt-out of receiving such information. You may exercise that right at any time by contacting us using the details set out below.

We may also use your personal information for purposes related to those described above where such use would reasonably be expected by you.

We will not use your personal information for purposes other than those described above unless we have your consent or are otherwise permitted by law (including for law enforcement or public health and safety reasons).

Sharing Your Personal Information

We may disclose your personal information in certain circumstances, such as where we are required or authorised by law or where you have consented to us doing so.

We may also disclose your personal information to:

- others in accordance with a request made by you;
- our related companies and business partners; and
- persons engaged in providing us with professional, business, technology, and corporate services where reasonably required.

When making such disclosures, we will take reasonable steps to ensure that recipients are bound by appropriate privacy obligations.

Unless you consent, we otherwise will not disclose your personal information to third parties.

Does My Personal Information Leave Australia?

We will only send your personal information outside Australia:

- if we are authorised to do so by law;
- for any of the purposes set out in this Privacy Policy (but only where we have taken reasonable steps to ensure the recipient is subject to privacy obligations that are substantially similar to those under Australian privacy law, or where otherwise permitted by law.); or
- if you have consented to us doing so.

Access and Correction

You may request access to any personal information we hold about you by contacting us as specified below. We reserve the right to charge a reasonable fee for the costs of retrieval and supply of any requested information.

We will take all reasonable steps to ensure that the personal information we collect, use, or disclose is accurate, complete, and up to date. To ensure your personal information is accurate, please notify us of any errors or changes to your personal information, and we will take appropriate steps to update or correct such information in our possession.

Storage and Security

We will take all reasonable precautions to safeguard your information from loss, misuse, unauthorised access, modification, disclosure, or destruction. We may store your files electronically on our digital platforms and servers. We implement a range of physical and electronic security measures to protect the personal information that we hold, including a dedicated security team, security policies, data centre compliance, secure code development, data encryption, user access controls, code monitoring, patch management, code deployment, application technology, server firewall configuration, backups, processes for data removal and destruction, server and site monitoring and a dedicated emergency response team.

You should keep in mind that no internet transmission is ever completely secure or error-free. In particular, e-mails sent to or from this website may not be secure.

Links to Other Websites

This website may contain links or references to other websites to which this Privacy Policy may not apply. You should check their own privacy policies before providing your personal information.

Notifiable Data Breaches Scheme

In the event of any loss or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, we will:

- Investigate; and
- notify you and the Australian Information Commissioner as soon as practicable, in accordance with the Act.

Complaints

If you have any questions or concerns about our collection, use, or disclosure of personal information, or if you believe we have not complied with this Privacy Policy or the Act, please contact us as set out below. Our Privacy Officer will investigate your complaint and determine whether a breach has occurred and what action, if any, to take.

We take all privacy complaints seriously and aim to resolve any such complaints in a timely and efficient manner, and our target response time is 30 days.

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also make a formal complaint with the Office of the Australian Information Commissioner (which is the regulator responsible for privacy in Australia).

Office of the Australian Information Commissioner (OAIC)
Complaints must be made in writing.

Phone: 1300 363 992

Mail: Director of Compliance
Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001

Website: www.oaic.gov.au

How to Contact Us

If you wish to exercise your right to opt-out of receiving marketing materials, or if you have any questions or concerns about this Privacy Policy or our information practices (including whether and what type of health information we hold about you), please contact us:

Sony Foundation Australia
Level 2, 60 Oxford Street
Darlinghurst NSW 2010

Phone: (02) 9383 6230

Email: info@sonyfoundation.org.au

Changes to this Privacy Policy

This Privacy Policy may be updated from time to time as updated on this website. Before providing us with personal information, please check this Policy periodically on our website for any changes.

This Privacy Policy was last updated July 2026.