

Navigating Outcomes: Privacy Policy

V1 1 July 2017

1. Committed to protecting individuals' rights

Navigating Outcomes Pty Ltd (ABN 85 619 285 291) is committed to using personal information responsibly and ensuring any personal and/or sensitive data is kept securely. We are guided by the [Australian Privacy Principles](#).

This Privacy Policy has been developed to outline why and how we collect and use personal information, and the commitments and measures we undertake to ensure its security. Updates to this policy may occur to reflect changes in best practice, the technology we use, and any amendments to the Australian Privacy Principles.

By visiting our website and/or engaging our services, you acknowledge and agree that we may collect, process, and use the information that you provide to us in accordance with this policy.

2. Types of information we collect

Navigating Outcomes primarily collects information that helps us:

- engage with our current and potential clients and peers, such as contact and billing details, and website visitor data, and;
- fulfil our obligations to clients with regard to social outcomes and impact tracking, measurement, and evaluation. This usually includes population- and individual-level demographic information of people engaging with (or who are relevant to) our client's services, and can include ABS census data, individual survey responses, and individual attendance/participation rates in relevant program activities. The data collected may include "sensitive" (e.g. health) information depending on the nature of our client's work. We collect information about an individual's attendance at program activities or services (outputs) and knowledge, skills, attitudes and behaviours (outcomes) related to education, health, wellbeing, drug and alcohol addiction, housing, exercise, experiences of social services, relationships and how individuals relate to their children and other people in their lives. We also collect a range of demographic data, for example, gender, ATSI status, disability status, age-range, marital status etc. We may ask for individuals' postcodes.

3. How do we collect personal information?

a) Client, potential client, and web visitor information

In most cases, we'll ask you for this information directly (for example asking you to complete an online contact form), however some information is collected automatically (like online activity by visitors to our website).

b) Data relating to our work on behalf of clients

Population-level and individual-level data – including sensitive data – may be:

- Provided by our clients to us either from existing data sets or via collection methods such as phone or face-to-face interviews, or online surveys. Where a client organisation or other third party provides us with another person's personal information, Navigating Outcomes relies on that third party having collected and shared the personal information with us in accordance with their obligations under the Australian Privacy Principles and any specific privacy policy that they have adopted.
- Collected by us either directly or facilitated through our clients' activities and systems via collection methods such as phone or face-to-face interviews, or online surveys.

4. How do we use this information?

Navigating Outcomes' purpose is to guide better social outcomes through the provision of measurement and evaluation tools and expertise. As such, we help clients collect, analyse and review data to:

- assess the effectiveness and impact of their program intervention at an individual level and/or population (or cohort) level;
- track participation and impact rates over time;
- demonstrate accountability for funding received to deliver programs; and
- provide policy-makers, media, universities and others with information about the outcomes of particular service interventions/programs.

5. Sensitivity and anonymity

The data that Navigating Outcomes collects and analyses for our client work is, to the fullest extent that is practicable, disaggregated to help ensure anonymity. We endeavor not to collect or accept personal details such as names, date of birth, and address (although age ranges and postcodes/LGAs may be recorded) from persons other than from persons to whom the information belongs and relates. However, at times our clients may wish to use our data collection and analysis services to track impact at an individual level, to enable them to adjust their services/programs in response to individual behavior or responses. In these cases, we may record a unique identifier that enables our clients to link and identify data/responses to a particular individual.

In some cases, the demographic data that Navigating Outcomes collects – while anonymous – may enable identification of a particular individual or family (for example, if reporting on ATSI status in a community where there are a limited number of ATSI participants/respondents). In such cases, Navigating Outcomes will wherever practicable to do so undertake a risk assessment with our clients to evaluate the potential impacts, and restrict access to this information when deemed necessary.

6. Data sharing

Navigating Outcomes will not 'list-swap' or remarket any of your personal information to other companies. However, we may occasionally hire other companies to provide services on our behalf, including but not limited to, handling customer support enquiries or processing transactions. Those companies will only be provided with the personal information needed to deliver the service. We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

Data relating to our client work is usually made available to key stakeholders – and at times the broader public – for the purposes outlined in Section 4 of this Policy. Navigating Outcomes works with clients to assess the level of information/detail appropriate to be shared with specific individuals, stakeholders and groups. For example, sensitive data, including health information, or data that may enable individual identification may only be accessed by specific staff engaged in the project, usually via a password-protected unique URL. Less sensitive data may be made more broadly available via a non-password protected URL.

7. How do we secure and store this data?

We use physical, managerial, and technical safeguards to preserve the integrity and security of your personal information.

Data related to our client work is likewise safeguarded, with any datasets/databases sets securely stored in Dropbox ([view Dropbox's extensive security and privacy measures](#)), and client Dashboard information securely stored on the Microsoft Power BI platform ([view Power BI's extensive security and privacy measures](#)). However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure.

Any consultants engaged on behalf of Navigating Outcomes and who are granted access to client-related data are required to comply with this Policy in the performance of their services.

In addition, we take reasonable steps to destroy or de-identify your personal information once we no longer need it.

8. Online activity and social media

Navigating Outcomes uses Google Analytics to help us increase the effectiveness of our website. This includes tracking information like visits, length of visit, viewed pages and the technical capabilities, devices and IPs of users. While this data is mostly anonymous, sometimes we will connect it to you, for instance, if you sign up to our blog or contact us via our contact form. For more information on our analytics tools, please read Google's Privacy Policy.

We may also use tools that tell us when a computer or device has visited or accessed our content to help us tailor your website experience through cookies. You can control the use of cookies through the settings on your chosen browser.

You can also engage with Navigating through social media including LinkedIn and Twitter. You can always control how you receive content through each website's settings.

9. Accessing and correcting personal information

You may request access to your personal information collected by us, and ask that we correct that personal information. You can ask for access or correction by contacting us (see details below) and we will usually respond within 30 days. If we refuse to give you access to, or correct, your personal information, we will notify you in writing setting out the reasons.

10. Complaints about your privacy

If you believe your privacy has been breached or you have a complaint about how we have handled your personal information, please contact us in writing.

We will respond within a reasonable period (usually within 30 days). If you are not satisfied with our response, then you may lodge a formal complaint with the Office of the Australian Information Commissioner (for more information, please see www.oaic.gov.au).

11. Changes to this Privacy Policy

This Privacy Policy may change from time to time. Any updated versions of this Privacy Policy will be posted on our websites and will be effective from the date of posting.

This Policy was last updated in June 2017.

12. Contact us

Phone: + 614 11 130 734

Post: Attn: Privacy Policy,

Navigating Outcomes Pty Ltd.

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