

Privacy Policy

How we collect, use and protect personal information

PUBLIC POLICY

Kosmovision Foundation · September 2026

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We respect your privacy and collect only the information we reasonably need to deliver safe, accessible and inclusive creative wellbeing programs.

1 About this policy

This policy explains how Kosmovision Foundation Ltd (Kosmovision) collects, uses, stores and protects personal information. It applies to information collected through our website, enquiries, program registrations, events, donations, partnerships, volunteering and organisational activities.

Kosmovision is an Australian registered health promotion charity delivering non-clinical creative wellbeing, storytelling, visual arts and community participation programs.

2 Information we may collect

- name, age, pronouns and contact details;
- parent, carer, emergency contact or authorised representative details;
- program registration, attendance and communication preferences;
- access, disability, health, sensory or communication information relevant to safe and inclusive participation;
- feedback, complaints, incidents or safeguarding information;
- images, recordings, stories or creative work where specific permission has been provided;
- donor, partner, volunteer, contractor and workforce information; and
- website usage information collected through cookies and analytics tools.

We do not ask participants to disclose diagnoses, trauma or personal experiences unless the information is genuinely necessary and there is a clear and lawful reason to collect it.

3 How and why we collect information

We usually collect information directly from you through forms, email, phone, meetings, registrations or participation in our activities. With appropriate authority, information may also come from a parent, carer, referrer, support person, partner organisation or service provider.

We use information to respond to enquiries; assess eligibility; support safe and accessible participation; communicate about programs; manage emergencies and safeguarding concerns; process donations; administer contracts and grants;

evaluate and improve our work; and meet legal, insurance and funding obligations.

4 Consent, children and sensitive information

Consent must be informed, voluntary, current and specific. Sensitive information is collected only when it is reasonably necessary and with consent, unless collection is required or authorised by law.

When working with a person under 18, we provide age-appropriate explanations and involve them in decisions about their information. Parent or guardian consent is obtained where required, while respecting the young person's voice, capacity, safety and rights.

Permission to participate is separate from permission to use photographs, recordings, stories or creative work. Choosing not to provide media consent will not prevent participation.

5 Use and disclosure

We use personal information for the purpose for which it was collected, for a closely related purpose you would reasonably expect, with consent, or where required or authorised by law. We do not sell personal information.

Information may be shared on a need-to-know basis with authorised Kosmovision personnel; program venues or delivery partners; technology, administration or professional service providers; funders where reporting is required; or regulators and emergency services where legally required or necessary to protect safety. Wherever practicable, evaluation and funding reports use de-identified or aggregated information.

Kosmovision may share information without consent where this is reasonably necessary to respond to an immediate safety risk, a child safety concern or another legal obligation. Only relevant information will be shared.

6 Website, analytics and donations

Our website may use cookies and tools such as Google Analytics and Meta Pixel to understand website use and measure communications. These services may collect device, browser, approximate location and interaction information. You can limit cookies through your browser settings, although some website functions may be affected.

Online donations are processed securely by PayPal. Kosmovision receives the information needed to record and administer the donation, but does not receive

your complete payment card details. PayPal handles payment information under its own privacy policy.

Our website may link to third-party websites. Their privacy practices are governed by their own policies.

7 Storage, security and overseas services

We take reasonable steps to protect information from loss, misuse, unauthorised access, alteration or disclosure. Measures include restricted access, password protection, multi-factor authentication where available, secure cloud storage, confidentiality requirements and staff guidance.

We use reputable digital and cloud service providers. Some providers may store or process information outside Australia, including in the United States and other locations in which they operate. We assess providers and take reasonable steps to ensure information is handled consistently with applicable privacy requirements.

No digital system is completely secure. Suspected privacy or data-security incidents should be reported promptly to the Privacy Contact below.

8 Retention and deletion

We keep information only for as long as it is reasonably required for program, safety, legal, insurance, funding, financial or accountability purposes. When information is no longer required, we securely delete, destroy or de-identify it, unless the law or a legitimate recordkeeping obligation requires continued retention.

9 Access and correction

You may ask to access personal information we hold about you or request a correction. We may need to verify your identity and may refuse access only where permitted by law. We aim to acknowledge requests within five business days and respond within 30 calendar days where practicable.

10 Privacy questions or complaints

You can raise a question or complaint verbally, in writing, through supported communication or through an authorised representative. We will respond respectfully, consider accessibility needs and protect people from retaliation.

Privacy Contact

Executive Director

Email	contact@kosmovision.org.au
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Address	Boyd Community Hub, 207 City Road, Southbank VIC 3006, Australia
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If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner. Where Victorian health information laws apply, you may also contact the Health Complaints Commissioner Victoria.

11 Updates

We may update this policy when our programs, systems or legal obligations change. The current version will be published at kosmovision.org.au.