

Permission to collect, use and store personal information

Dear Parent / Carer,

Thank you for your application and interest in a Raise Digital mentoring program (**Program**).

In this document, the terms:

- a. "You and "Your" include you and the child in your care; and
- b. "Raise", "we" and "us" refers to Raise Foundation Pty Ltd (ACN 134 207 275) as trustee for Raise Foundation (ABN 49 306 288 644).

General

Your right to privacy is important to us. This statement explains the types of personal information Raise may collect, use and store during the course of the Program and our general obligations in relation to protecting your personal information under the Privacy Act 1988 (Cth) (**Act**).

Your personal information can be collected, used and stored by Raise before, during or after the completion of the Program. Our [Privacy Policy](#) specifies how we may use your personal information in more detail.

You are not required to provide us with your personal information. However, if you do not provide us with personal information we request, we may not be able to provide you with the Program.

Collection of personal information

Raise will collect information that identifies you, such as your name and address and other information provided by you when you made the application for the Program. With this information, the Program matches you with a mentor employed by Raise, who will then engage in a series of video-based online mentoring sessions for a period of between 10 to 17-weeks depending on the program you choose to enrol into.

The online mentoring sessions between you and the mentor will take place via a secure online platform called Tacklit. You can find more information about Tacklit [here](#). Raise has no involvement in the development or maintenance of the Tacklit platform and is provided by a third-party provider. However, Raise has extensively vetted and tested the system against our data and privacy requirements, and it has met our requirements.

During the online mentoring sessions, the mentor may collect other personal information about you, including sensitive information (such as health information), which will assist Raise with providing the support and guidance that the Program has been developed for. Raise may also collect personal information you disclose to a mentor during a session. The video and chat function from each online mentoring session will be recorded, and then retained and stored by Raise through Tacklit.

The conversations between you and your mentor in the sessions are confidential unless the mentor has concerns around your safety or the safety of any person. If this happens, Raise will take appropriate action according to the [Privacy Policy](#), [Code of Conduct](#) and [Youth Safety Framework](#) and any relevant laws.

Participation in the Program also includes participating in evaluation data collection activities, including, but not limited to surveys (via an online survey tool). The results of the program evaluation are used to help improve the Program for the following year and measure its impact. You can find examples of questions [here](#).

Use of personal information

We may use your personal information to:

- process applications for the Program;
- help us match you with a mentor;
- assess and consider your particular needs for the purposes of conducting and furthering future mentoring sessions with you or to provide feedback and assistance to you;
- perform analytics and risk assessment to assist us with managing your case;
- fulfil our legal requirements;
- conduct confidential systems maintenance and testing;
- help us develop and improve the Program and measure its impact;
- prepare communications about the Program experience. Raise may use the details you provide in evaluation data collection activities for this purpose. Where this occurs, any identifying details will be removed to protect the privacy of the individual and ensure an individual's experiences cannot be recognised or attributed to them;
- inform you of other programs which we consider may be of value or interest to you, unless you tell us or have previously told us not to; and
- other purposes set out in our Privacy Policy.

Through the Tacklit platform, artificial intelligence may be used to process your personal information. [Click here](#) for the privacy policy governing the use of the Tacklit platform for your information.

Disclosing information overseas

Raise is operated only in Australia. However, in some cases your personal information may be disclosed to organisations overseas by third party service providers that Raise uses to provide services and programs to you. Overseas organisations may be required to disclose information shared with them under a foreign law.

We use Tacklit to administer the Program. This means that your personal information will be stored in cloud or other types of network or electronic storage that are located in Australia and overseas. Such storage may be located in and/or accessed from various countries. Tacklit may also use third-party service providers in transmitting or hosting its services, including for the collection and provision of personal information. Raise will take reasonable steps to ensure appropriate security arrangements are in place.

Our rights to disclose personal information

Raise may disclose personal information where the law requires or permits us to do so, or if we receive your consent to do so.

Access and correction of personal information

You can request access to your personal information at any time by contacting us using the contact details in our Privacy Policy. We will respond to a request for access to your personal information within a reasonable time. If we are going to refuse to give you access to your personal information, we must provide reasons for refusal and details of the relevant provision of the Act which entitles us to refuse access.

We will also take reasonable steps to amend or correct your personal information if you advise us that the information that we hold is inaccurate.

You can contact us in the following ways: hello@raise.org.au or phone 02 7208 8337