



Our commitment to your **Privacy Policy**

How The Aletheia Project collects, uses, protects and shares personal information, in line with the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Health Records Act 2001 (Vic).

The Aletheia Project exists so young people can speak about their health and be believed. Being trusted with your information is part of that. This policy explains, in plain language, what personal information we collect, why, how we protect it, and the choices and rights you have.

The short version. We only collect what we need, we never sell your information, we keep it secure, and you can ask to see, correct or delete it at any time by emailing contact@thealetheiaproject.org. Please don't send us personal medical information: we are a health education organisation, not a health or support service. In an emergency, call **000**.

01

About this policy

This Privacy Policy applies to The Aletheia Project (**Aletheia, we, us or our**), a youth-led not-for-profit initiative based in Melbourne, Victoria. Aletheia is not currently incorporated and is auspiced by the City of Melbourne and PROJECT ROCKIT.

It covers personal information we handle through our website (thealetheiaproject.org), our forms, email, social media accounts, programs, events, research, and our work with volunteers, partners and supporters.

The law we follow. We handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (**APPs**). Because of our size, some or all of the Privacy Act may not strictly apply to us. We have chosen to follow the APPs anyway, because the young people we work with deserve that standard. Where we handle health information in Victoria, we also follow the Health Privacy Principles in the Health Records Act 2001 (Vic).

02

Key terms

Term	What it means in this policy
Personal information	Information or an opinion about an identified person, or a person who is reasonably identifiable, such as your name, email address, photo or school.
Sensitive information	A special category of personal information that includes health information, racial or ethnic origin, sexual orientation or practices, religious beliefs and criminal record. It receives extra protection.
Health information	Information about a person's physical or mental health or disability, or a health service they receive or want.
Young person	Anyone who takes part in Aletheia's work, including children under 18.
Team member	Aletheia's founder, Youth Executive Council members and volunteers.

03

What personal information we collect

We only collect personal information that is reasonably necessary for what we do. Depending on how you interact with us, this may include:

When you...	We may collect
Contact us through our website form or by email	Your name, email address and the content of your message.
Apply to volunteer or join the Youth Executive Council	Your name, email, phone number, age or date of birth, school or university, location (suburb, state or country), interests, skills, availability, and how you heard about us.
Become a volunteer or council member	Your signed volunteer agreement, emergency contact details, and for roles that require one, your Working with Children Check number and expiry date. For volunteers under 18, a parent or guardian's name and contact details.
Take part in a workshop, event, consultation or survey	Your name, contact details, age range, school, and your feedback or responses. Some activities may ask optional questions about your background, identity or experiences.
Submit research, a story or other content	Your name, age, the content you submit, and your consent choices (for example, whether to be named or anonymous).
Partner with or support us	Your name, role, organisation and contact details.
Follow, message or tag us on social media	Your username, profile information and the content of your messages or comments, as made available by the platform.
Appear in photos or videos at our activities	Your image and voice, only with consent (see section 9).

04

Sensitive and health information

Aletheia provides health education, not health services. **We do not ask for your personal medical information, and we ask you not to send it to us.**

We only collect sensitive information, including health information, when you consent and it is reasonably necessary for an activity, or when the law requires or allows it. For example, a consultation or survey may include optional questions about cultural background, gender identity or experiences of the health system. These questions are always optional, and we explain why we are asking. Where possible, we collect this information anonymously or de-identify it.

If you send us sensitive or health information we did not ask for, such as details about a health condition in a message, we will only use it to respond to you safely (for example, by pointing you to appropriate support). If we don't need to keep it, we will destroy or de-identify it as soon as

practicable.

05

Children and young people

Many of the people we work with are under 18. We take extra care with their information.

- We explain what we collect, and why, in language young people can understand.
- We decide case by case whether a young person has the capacity to consent. As a general rule, we ask a parent or guardian to consent for young people under 15, and for anyone under 18 where an activity involves photos, publishing their story or research, or collecting sensitive information.
- Young people can ask to see, correct or delete their information themselves.
- Our team members must not contact young participants through personal accounts, and may only use young people's information for Aletheia's purposes.

We also take into account the Australian Government's work on a Children's Online Privacy Code. We will review this policy once that Code is finalised to ensure we meet it where it applies to us.

06

How we collect personal information

We usually collect personal information directly from you, for example when you complete a Google Form, email us, attend an activity or sign a volunteer agreement. Sometimes we collect it from others, such as a parent or guardian, a school or youth organisation that refers you to us, or a partner organisation, but only where you would reasonably expect it or have agreed to it.

Anonymity. Wherever it is lawful and practical, you can deal with us anonymously or using a pseudonym, for example when asking a general question or completing an anonymous survey. For some things, like volunteering, we need to know who you are.

07

How we use personal information

We use personal information for the purpose we collected it for, or for a related purpose you would reasonably expect. This includes to:

- reply to your enquiries and requests;
- assess and process volunteer and Youth Executive Council applications;
- manage volunteers, including onboarding, communication, safety checks and references;
- plan and run our programs, events, workshops, consultations and research;
- publish young people's research, stories and content, with their consent and credited as they choose;
- keep people safe, including responding to safety or wellbeing concerns;
- improve our resources and programs, usually using de-identified or summarised information;

- report to our auspice organisations and funders, using de-identified or aggregated information wherever possible; and
- meet our legal obligations.

We never sell or rent your personal information. We will only send you news, newsletters or opportunities if you have asked for them or agreed to receive them. Every message will include a simple way to unsubscribe, in line with the Spam Act 2003 (Cth).

Automated decisions. We do not use computer programs to make decisions about you that could significantly affect your rights or interests. People review every application and decision.

08

Who we share personal information with

We only share personal information when it is needed for the purposes above, when you have agreed, or when the law requires or allows it. We may share it with:

Who	Why
Aletheia team members	Only those who need the information for their role, such as a team lead reviewing an application.
Our auspice organisations (City of Melbourne and PROJECT ROCKIT)	Where needed to administer programs, grants, insurance or governance. We share de-identified information wherever possible.
Service providers	Organisations that provide our tools, such as Google (Forms, Sheets, Drive and Gmail), our website host and our online meeting platform. They may only use the information to provide their service to us.
Partner schools and organisations	Only for joint programs you are taking part in, and only what is needed.
Funders and grant bodies	Aggregated or de-identified information for reporting, unless you agree otherwise.
Authorities	Where required or authorised by law, or where we reasonably believe it is necessary to lessen or prevent a serious threat to someone's life, health or safety. This includes reporting child safety concerns to Child Protection or Victoria Police.

09

Photos, stories and published content

Before we photograph, film, quote or publish anyone, we explain how the content will be used and ask for consent. For young people under 18, we also ask a parent or guardian. You can choose to be named, use your first name only, or stay anonymous, and you can review changes to your words before we publish them.

You can withdraw consent at any time. We will remove the content from our website and social media accounts where we can. Material that has already been printed or shared by others may not be fully recoverable, and we will tell you if that is the case.

10

Sending information overseas

Some of our service providers store information on servers outside Australia. In particular, information held in Google Workspace (including Google Forms, Sheets, Drive and Gmail) and on social media platforms may be stored in the United States and other countries where those providers operate.

We choose reputable providers with strong security practices and take reasonable steps to ensure overseas recipients handle personal information consistently with the APPs. We do not otherwise send personal information overseas.

11

How we store and protect personal information

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, change or disclosure. These include:

- storing information in Aletheia's secure accounts, not on team members' personal devices or accounts;
- using strong passwords and two-step verification on Aletheia accounts;
- limiting access to the team members who need it, and removing access when someone leaves;
- training team members on privacy, confidentiality and child safety; and
- requiring team members to keep information confidential, including after they leave.

How long we keep it. We keep personal information only for as long as we need it for the purpose we collected it, or as required by law. As a guide:

Information	How long we usually keep it
Contact form messages and general enquiries	Up to 2 years after our last contact with you.
Unsuccessful applications	Up to 12 months after the application closes.
Volunteer and council records	For the time you volunteer, then up to 7 years, so we can provide references and meet legal and insurance obligations.
Records about child safety concerns	For as long as required by law, which may be many years.
Consent records for published content	For as long as the content is published, plus 2 years.

When we no longer need information, we securely delete it or permanently de-identify it.

12

If there is a data breach

If personal information we hold is lost or accessed without authorisation, we will act quickly to contain the breach and assess the risk of harm. Where a breach is likely to result in serious harm, we will notify the people affected and tell them what they can do to protect themselves. We will follow the Notifiable Data Breaches scheme, including notifying the Office of the Australian Information Commissioner (OAIC) where it applies to us, and may notify voluntarily where it does not.

13

Accessing and correcting your information

You can ask to see the personal information we hold about you, or ask us to correct, update or delete it, at any time. Email contact@thealetheiaproject.org with your request. We may need to confirm your identity first.

We will respond within 30 days, and there is no charge. In limited cases, the law allows us to refuse access, for example where giving access would put someone's safety at risk. If we refuse, we will tell you why in writing and how you can complain.

14

Our website, cookies and links

- **Forms.** Our volunteer and Youth Executive Council applications use Google Forms. Google's privacy policy also applies to information you submit through them.
- **Translation.** If you choose a language from the translation button on our website, the text of the page is sent to Google to be translated. Nothing is sent if you don't use the button.
- **Cookies.** Our website and the tools it uses may place cookies on your device to make the site work and to understand, in general terms, how it is used. You can block or delete cookies in your browser settings, although some features may not work as expected.
- **Other websites.** Our website and resources link to other organisations, such as support services. We are not responsible for their privacy practices, so please read their policies.

Questions and complaints

If you have a question about this policy, or believe we have mishandled your personal information, please contact us first so we can try to fix it.

Contact	Details
The Aletheia Project	Email contact@thealetheiaproject.org . Please mark your email "Privacy". We will acknowledge your complaint within 7 days and aim to respond in full within 30 days.
Office of the Australian Information Commissioner (OAIC)	If you are not satisfied with our response. Phone 1300 363 992 or visit oaic.gov.au .
Health Complaints Commissioner (Victoria)	For complaints about health information. Phone 1300 582 113 or visit hcc.vic.gov.au .

Need support now? This policy is about information, not care. If you are worried about your health or safety, contact a doctor, **Kids Helpline 1800 55 1800** (ages 5 to 25), **Lifeline 13 11 14**, or **headspace** at headspace.org.au (ages 12 to 25). In an emergency, call **000**.

Changes to this policy

We review this policy at least once a year, and whenever our activities or the law change. The current version is always available on our website, and we will tell volunteers and council members about significant changes.

Version 1.0 · Adopted September 2026 · Next review September 2027
The Aletheia Project · thealetheiaproject.org · contact@thealetheiaproject.org · [@aletheia.au](https://twitter.com/aletheia.au)