

Privacy Policy

Last updated: July 2026

About this policy

This Privacy Policy explains how Toy Libraries Australia Inc., trading as Toy Libraries Australia, Toy Community and Toy Well, ABN 40 557 982 129, collects, uses, stores and shares personal information.

In this policy, Toy Libraries Australia, we, us and our refer to Toy Libraries Australia Inc.

This policy applies only to personal information collected or held by Toy Libraries Australia. It does not apply to individual toy libraries, including toy libraries that are members of Toy Libraries Australia. Individual toy libraries are independent organisations and are responsible for their own privacy practices.

Where personal information is shared between a toy library and Toy Libraries Australia, each organisation is responsible for how it handles the information it receives or holds. This policy applies to Toy Libraries Australia's handling of that information. Questions about how a toy library handles personal information should be directed to that toy library.

This policy applies when you:

- visit or use one of our websites
- contact us or make an enquiry
- subscribe to our communications
- purchase a product or service
- participate in one of our programs, events, surveys or projects
- apply to work or volunteer with us
- interact with us through social media or another online platform.

Our websites and online platforms may include:

- toylibraries.org.au
- toylibraries.au
- toylibraries.tidyhq.com
- toycommunity.com.au
- toywell.org.au
- our social media accounts, including Toy Libraries Australia on Facebook, Instagram, TikTok and LinkedIn.

Toy Libraries Australia is committed to protecting personal information and handling it responsibly. Toy Libraries Australia is required to comply with the *Privacy Act 1988* and the Australian Privacy Principles in relation to its government-funded activities. We apply these principles as the standard for managing personal information across all our work.

What is personal information?

Personal information is information or an opinion about an identified person, or a person who can reasonably be identified. You do not have to provide us with personal information.

However, we may not be able to provide certain services, respond to an enquiry or process a transaction without it. For example, we cannot respond to you if we do not have your contact details.

What personal information do we collect?

The information we collect depends on how you interact with us. It may include:

Contact and identification information

- your name
- email address
- telephone number
- postal or delivery address
- organisation, role or position
- account or membership details.

Transaction and payment information

- products or services purchased
- payment and transaction records
- billing details
- bank account details where required to make or receive a payment.

Payment card information may be processed directly by a third-party payment provider rather than stored by Toy Libraries Australia.

Program, membership and participation information

- information you provide when participating in programs, events, training, research, surveys or consultations
- information about your toy library, service or organisation
- preferences, feedback and opinions
- information needed to assess applications, registrations or participation.

Employment and volunteer information

Where relevant:

- employment history and qualifications
- referee details
- Working with Children Check and Working with Vulnerable People Check, and police check information
- other information needed to assess an application, meet legislative requirements or meet safety requirements
- health or injury information where reasonably necessary to meet workplace health and safety, workers compensation or return-to-work obligations
- tax file numbers, bank account details, superannuation details and other information used to administer employment and entitlements.

Communications and content

- emails, enquiry forms and other correspondence
- feedback, testimonials and survey responses
- documents, photographs, recordings, or videos that we take or you provide to us
- quotes, personal stories, case studies and other content you provide or agree to contribute
- recordings, transcripts or chat messages from meetings, webinars, interviews, consultations or training sessions
- comments, messages or information shared through social media.

We will provide notice before recording a meeting, webinar or similar activity. Our use of identifiable photographs, recordings, stories and testimonials is explained below under *Photographs, recordings, stories and testimonials*.

Website and technical information

- IP address
- browser and device type
- operating system
- pages viewed and links selected
- approximate location based on technical information
- dates and times of visits
- information collected through cookies, analytics and similar technologies.

We will only collect information that is reasonably necessary for our activities.

Sensitive information

Some types of personal information are considered sensitive. This may include information about:

- health or disability
- racial or ethnic background
- criminal history
- Working with Children Checks or similar screening information.

We generally collect sensitive information only with your informed consent and where it is reasonably necessary for our functions or activities, unless the collection is required or authorised by law or another exception under the Privacy Act applies.

We use or disclose sensitive information only for the purpose for which it was collected, for a directly related purpose that you would reasonably expect, with your consent, or where required or authorised by law.

Information about children

Some of our work involves children and families. We collect only the minimum personal information about children that we reasonably need for our work.

Where we collect personal information about a child, we take reasonable steps to ensure that the child and their parent or guardian understand what information is being collected, why it is needed and how it will be used or shared. Depending on the child's age, maturity and capacity, and the nature of the information, we may seek consent from the child, their parent or guardian, or both.

We collect sensitive information about a child only with appropriate informed consent, unless its collection is required or authorised by law or another exception under the *Privacy Act 1988* applies.

We take particular care when storing, using or publishing children's information. We will seek specific permission before publishing an identifiable photograph, recording, story or other information about a child. We will also consider the child's wishes and will not knowingly publish identifiable content if the child indicates that they do not want it used.

Participation in a program, event or service will not normally depend on agreeing to photographs, publicity or promotional use.

How do we collect personal information?

We may collect information directly from you when you:

- complete a form
- contact or correspond with us
- register for an event, program or service
- subscribe to a newsletter
- make a purchase or payment
- participate in a survey, interview, consultation or research activity
- provide a photograph, story, testimonial or other content
- apply for employment or volunteering
- interact with us on social media.

We may also collect information from:

- a toy library, employer, professional or organisation you are connected with
- a parent, guardian, authorised representative or referee
- our contractors, delivery partners or service providers
- publicly available sources
- social media and online platforms, subject to their privacy settings and policies.

When we collect personal information, we take reasonable steps to explain why we are collecting it, how it will be used and disclosed, whether providing it is optional, and the consequences if it is not provided.

Unsolicited information

If we receive personal information that we did not request, we will assess whether we could lawfully have collected it. If not, we will securely destroy or de-identify it as soon as practicable, where lawful and reasonable.

Why do we collect and use personal information?

We may collect, hold and use personal information to:

- respond to enquiries and communicate with you
- provide programs, services, resources, products or support
- manage memberships, registrations, events and accounts
- process payments, invoices and refunds
- deliver purchases or materials
- maintain records and meet administrative requirements
- send service updates and important information
- provide newsletters, campaigns and other communications
- understand how our websites, programs and resources are used
- conduct evaluation, research and service improvement
- advocate for toy libraries, children, families and communities
- administer grants, projects, partnerships and funding agreements
- manage employment and volunteer applications
- protect the safety, security and integrity of our services
- meet legal, insurance, financial and regulatory obligations
- resolve complaints or disputes.

Where information is used for evaluation, research, reporting or advocacy, we will use de-identified or aggregated information where appropriate.

Marketing and communications

We may use your contact details to send information about Toy Libraries Australia, our services, resources, events, campaigns or opportunities that may be relevant to you.

You can unsubscribe from marketing emails at any time by using the unsubscribe link in the email or contacting us at **info@toylibraries.org.au**.

Unsubscribing from marketing does not prevent us from sending essential information relating to a service, transaction, membership or program you are involved in.

We do not sell personal information to third parties.

Photographs, recordings, stories and testimonials

We may take photographs, video or audio recordings during our programs, events and activities. We may also invite people to contribute photographs, videos, audio recordings,

quotes, testimonials or personal stories. Agreeing to publicity or promotional use is voluntary and is normally separate from agreeing to participate in a program, event or service.

Before using identifiable content, we will explain how it is intended to be used and seek appropriate permission. Uses may include our publications, websites, social media, advocacy, promotional activities and reports to partners or funders. We will also explain whether the person's name, location, organisation or toy library may be identified.

Where content features a child, we will seek appropriate permission from their parent or guardian and consider the child's age, capacity, wishes and preferences. We will not knowingly publish identifiable content if the child indicates that they do not want it used.

You can contact us to withdraw permission for future use. We will take reasonable steps to stop using the content and remove it from digital channels we control. However, it may not always be possible to remove material that has already been:

- printed or distributed
- incorporated into a completed publication or recording
- shared or republished by another person or organisation
- retained where required for legal or record-keeping purposes.

Who do we share personal information with?

We may share personal information when it is reasonably necessary to provide our services or conduct our work.

Recipients may include:

- our employees, board members, contractors and volunteers
- website, membership and event-management providers
- email, communication and newsletter platforms
- cloud storage, software and IT providers
- payment processors and financial institutions
- printing, postage, freight and delivery providers
- research, survey and evaluation providers
- marketing, design, media and communications providers
- professional advisers, such as accountants, auditors, insurers and legal advisers
- project partners, funders or government bodies where required for a program or agreement
- regulators, courts, law-enforcement agencies or other authorities where required or permitted by law.

We may also share information with your permission or where you would reasonably expect us to do so for the purpose for which it was collected.

We aim to disclose only the information that is reasonably necessary for the relevant purpose.

Overseas storage and processing

Where practicable, we prefer service providers that store personal information in Australia. Before entrusting a service provider with personal information, we take reasonable steps to assess its privacy and security practices.

Some service providers may store or process personal information outside Australia or disclose it to overseas recipients. The countries in which overseas recipients are likely to be located include Canada, France, Germany, Ireland, Japan, New Zealand, the Philippines, Sweden, the United Kingdom and the United States. Privacy laws and protections in these countries may differ from those in Australia.

When we disclose personal information overseas, we take reasonable steps required by the Privacy Act to protect the information and ensure that it is handled consistently with the Australian Privacy Principles.

Cookies, analytics and similar technologies

Our websites use cookies, pixels, web beacons and similar technologies. These technologies may be used to:

- make our websites function correctly
- remember preferences
- understand website use and performance
- improve content and user experience
- measure the effectiveness of communications or campaigns
- support social media features or advertising, where used.

This information may be personal information when it identifies you or can be linked with other information about you.

We use Google Analytics to help us understand website use and performance. Some websites or embedded services may also use cookies set by third-party platforms. These providers may process information outside Australia, as explained under *Overseas storage and processing*.

You can manage cookies through your browser settings and any cookie controls available on our websites. Disabling some cookies may affect how the website functions.

Where we use cookies or tracking technologies for targeted advertising or campaign measurement, we provide clear information about their use and a simple way to opt out. We seek consent where required, including before sensitive information is collected or disclosed.

Social media

When you interact with us through Facebook, Instagram, TikTok, LinkedIn or another social media platform, that platform may collect and handle information under its own privacy policy.

Information you post publicly may be visible to other users and may be shared beyond our control. We recommend reviewing your privacy settings before posting personal information.

How do we store and protect information?

Personal information may be stored electronically or in physical records.

We take reasonable steps to protect it from:

- misuse
- interference
- loss
- unauthorised access
- modification
- disclosure.

These steps may include:

- password protection and access controls
- secure cloud and software providers
- restricted access based on roles and responsibilities
- multi-factor authentication where available
- staff, board member, volunteer and contractor privacy expectations
- secure storage and disposal practices
- regular review of systems and access.

No method of transmitting or storing information is completely secure. While we take reasonable precautions, we cannot guarantee that unauthorised access or disclosure will never occur.

How long do we keep information?

We keep personal information only for as long as reasonably necessary to:

- fulfil the purpose for which it was collected
- provide our services and carry out our work
- meet legal, financial, contractual, insurance or record-keeping requirements
- manage a complaint or dispute.

We maintain a records retention schedule that sets retention periods for different kinds of information. We regularly review the personal information we hold to determine whether it is still required. When personal information is no longer required, we take reasonable steps to securely delete, destroy or de-identify it.

We may retain published materials or selected archival records where continued retention is reasonably necessary. Where appropriate, we will consider whether identifying information can be removed.

Data breaches

If we become aware of a suspected privacy or data-security incident, we will assess and investigate it and take reasonable steps to reduce potential harm.

Where we are required by law to do so, we will notify affected individuals and the Office of the Australian Information Commissioner.

Accessing or correcting your information

You can contact us to:

- ask what personal information we hold about you
- request access to that information
- ask us to correct information that is inaccurate, incomplete, irrelevant, misleading or out of date
- update your communication preferences.

We may ask for information reasonably necessary to verify your identity, or the authority of someone acting on your behalf, before providing access or making changes.

We will respond within a reasonable period, generally within 30 calendar days. There is no charge for making an access or correction request.

In some circumstances, we may be permitted to refuse access or correction. If this happens, we will explain our decision and how you can make a complaint, except where it would be unreasonable or unlawful to do so.

If we correct personal information that we previously disclosed to another organisation, you may ask us to notify that organisation. We will take reasonable steps to do so unless it would be unlawful or impracticable.

If we refuse a correction request, you may ask us to associate a statement with the information recording that you believe it is inaccurate, out of date, incomplete, irrelevant or misleading.

Asking us to delete information

You may ask us to delete personal information we hold about you. We will consider the request and take reasonable steps where appropriate. We may need to retain some information where it is required for:

- legal or financial records
- contractual obligations
- insurance purposes
- child-safety records
- managing complaints or disputes.

We may also retain personal information contained in published materials or selected archival records where continued retention is reasonably necessary. Where appropriate, we will consider whether identifying information can be removed.

Anonymity

Where practical, you may contact us without identifying yourself, or by using a pseudonym. We may need your identity where it is required by law or necessary to provide a service or respond to your request.

Links to other websites

Our websites may contain links to websites and applications operated by other organisations.

We do not control how those organisations collect, use or store personal information. We encourage you to read their privacy policies before providing personal information.

Privacy questions and complaints

Please contact the Toy Libraries Australia Privacy Officer if you have a question about this Privacy Policy, are concerned about how we have handled personal information, wish to make a privacy complaint or believe information we hold about you is incorrect. Please provide enough information for us to understand and investigate your concern.

We will acknowledge your complaint promptly, investigate it and aim to provide a written response within 30 days. If we need more time, we will explain why and tell you when you can expect a response.

If you are not satisfied with our response, you may be able to make a complaint to the Office of the Australian Information Commissioner. The Commissioner will generally expect you to give us an opportunity to resolve your complaint first.

Changes to this Privacy Policy

We may update this Privacy Policy when:

- our services or information-handling practices change
- we introduce new systems or platforms
- legal or regulatory requirements change.

The latest version will be published on our website with the date it was last updated.

Where a change is significant, we may also notify affected people through our website, email or another appropriate communication channel.

Policy availability

Please contact us if you require a copy in another accessible format.

Contact us

For privacy questions, access or correction requests or complaints contact:

Toy Libraries Australia Privacy Officer

Email: info@toylibraries.org.au

Phone: (03) 7046 5660

Mail: 8 Lulie St, Abbotsford, VIC 3067

Website: www.toylibraries.org.au

More information about Australian privacy law is available from the [Office of the Australian Information Commissioner](#).