

Privacy Policy

▪ 1. Purpose

This Privacy Policy applies to the International Dzogchen Community of Namgyalgar ("**we**", "**our**" or "**us**"), and describes how the International Dzogchen Community of Namgyalgar (IDCN) collects, handles and protects the privacy of your personal information.

The IDCN is committed to protecting your privacy and understands the importance of protecting your personal information. We will handle your personal information in accordance with this Privacy Policy and Australian privacy laws. This Privacy Policy outlines the types of personal information, including sensitive information, that we usually collect, the purposes for which we collect it, to whom we disclose it, how we hold and keep it secure and your rights in relation to your personal information, including how to complain and how we deal with complaints.

For more information about protecting your privacy, please visit the Office of the Australian Commissioner's website <http://www.privacy.gov.au>.

2. Definitions

In this Privacy Policy:

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable; whether the information or opinion is true or not, and whether or not the information or opinion is recorded in a material form or not (but does not include information that is de-identified).

Privacy Act means the [Privacy Act 1988](#) (Cth).

Australian Privacy Principles (APP) - The 13 Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988 (Privacy Act). They apply to any organisation or agency the Privacy Act covers. They govern standards, rights and obligations around the collection, use and disclosure of personal information; an organisation or agency's governance and accountability; integrity and correction of personal information, and; the rights of individuals to access their personal information.

The Australian Privacy Principles are principles-based law. This gives an organisation or agency flexibility to tailor their personal information handling practices to their business models and the diverse needs of individuals. They are also technology neutral, which allows them to adapt to changing technologies.

A breach of an Australian Privacy Principle is an 'interference with the privacy of an individual' and can lead to regulatory action and penalties.

Sensitive information means personal information that includes information or an opinion about an individual's:

- A. racial or ethnic origin;
- B. political opinions, membership of a political association;
- C. religious beliefs or affiliations and philosophical beliefs;
- D. membership of a professional or trade association or trade union;
- E. sexual orientation or practices;
- F. criminal record; or
- G. health information genetic or biometric information.

3. To whom does this Policy apply?

The types of individuals about whom we collect personal information include:

- the IDCN's staff members, contractors, volunteers, teachers, instructors, donors, members and program participants;
- members of the public visiting the retreat centre
- other individuals or companies who have are hiring facilities or undertaking activities for the IDCN

4. Type of personal information collected

We only collect the minimal amount of personal information necessary to support your engagement and work with the IDCN . This applies to our staff members, volunteers, program participants, teachers, instructors, members, retreatants, donors, partners, visitors, contractors, customers and visitors to our website. The type of information collected is dependent on your engagement and participation in our specific programs and activities. We may collect your information for the purposes set out in the Privacy Policy below.

This can be restricted by you through the management of personal privacy settings which can be amended by the IDCN personnel upon request.

The information we may collect to support your engagement and work with the IDCN includes:

- name, date of birth, gender, work and/or home addresses, email address and phone number;
- photographs or images of you;
- compliance documentation such as Working With Children's Checks (WWCC) and/or other required supporting documents;
- relevant travel documents for the IDCN programs and projects;
- relevant medical information and emergency contact information.

We may also collect information about the types of social media platforms you engage with and information about your relationship to us.

If you are applying for a job with us, we may collect your:

- employment history and qualifications;
- academic records;
- references;
- personal alternative contact details;
- superannuation fund details; and
- criminal history record.

5. Ways we collect your personal information

We may collect personal information from or about you in different ways, including:

- from you directly when you interact with us, e.g. from our discussions with you over the phone, when you complete a form, your emails to us and your interaction with our website or via a payment gateway for donations;
- through third parties with whom we interact in order to provide our services; and
- publicly available sources, including social media.

If you apply for a job or volunteer position with us, we may also collect personal information about you from third parties and publicly available sources, including:

- recruiters;
- government departments to verify your entitlement to work in Australia;
- police agencies to obtain your criminal history record;
- academic institutions;
- superannuation fund provider;
- your current or previous employers; or
- your referees.

When you visit our website, we may also use 'cookies' or other similar tracking technologies that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our website may not work as intended for you if you do so.

Whilst we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit, search engine referrals and the internet protocol address assigned to your computer.

Our web pages may contain electronic images, known as web beacons. These electronic images enable us to count users who have visited certain pages on our website. Web beacons are not used by us to access your personal information, they are simply a tool we use to analyse which web pages are viewed, in an aggregate number.

6. Purposes of use, collection and disclosure

We may use and disclose your personal information for the primary purpose for which we collected your personal information, and for reasonably related secondary purposes within your reasonable expectations (unless it is sensitive information, in which case the use or disclosure must be directly related to the primary purpose) and where required or authorised by law.

Some of the primary purposes for which we collect personal information include, but are not limited to:

- processing applications and registrations for individuals to become participants in our programs;
- contacting you about or processing membership applications with us;
- to offer or promote our offers, products and services offered by us or our course/program partners (and you expressly consent to us doing so);
- processing donations, sponsorships or financial support;

- recruitment and assessment of potential employees;
- enabling you to assist us with volunteering;
- verifying your identity for our activities;
- improving and evaluating our programs and services;
- complying with our legal obligations, resolving any disputes and enforcing our agreements and rights with third parties;
- obtaining feedback about the experiences of program participants;
- covering our liability obligations which may require us to use your personal information in our incident and medical reporting;
- providing feedback or a response to your query or involvement with us;
- informing you about our programs and activities
- monitoring and documenting our programs and the persons engaged with/directly impacted by those program activities;
- supporting our review and improvement of programs and services;
- identifying potential donors or donor opportunities; and
- other such purposes communicated to you from time to time.

7. Direct marketing

We may use your personal information to identify a product or service that you may be interested in or to contact you about membership opportunities, events or promotions. We may, with your consent, use the personal information we have collected about you to contact you from time to time whether by email, phone or other contact information you have provided to tell you about new programs, fundraisers and opportunities that we believe may be of interest to you.

You can withdraw your consent to receiving direct marketing communications from us at any time by unsubscribing from the mailing list by clicking to opt-out (or unsubscribe) using the links provided in the email. If you are unable to find opt-out instructions or you continue receiving messages after opting out, please send an email to ao@dzogchen.org.au for further assistance.

8. Disclosing Your Personal Information

In the course of providing our services, we may disclose your personal information with the following:

- The International Dzogchen Community and organisations under that umbrella including Shang Shung Institute;
- organisations we contract to provide services on our behalf such as software suppliers and mail houses;
- our professional advisers, including lawyers and auditors; and
- government agencies, regulatory bodies and law enforcement agencies, or other similar entities.

Majority of these organisations will be located in Australia unless otherwise specified.

9. Storage and Security of Personal Information

The IDCN takes your privacy seriously and consciously makes all efforts to protect your personal information (including any sensitive information) from interference, loss or misuse, as well as other forms of misconduct such as unauthorised access, modifications or disclosures.

We actively work to minimise the amount of personal information to the minimal amount required to perform our functions, we perform actions to reduce risk regarding any personal data that we do hold, including immediately de-identifying and segmenting of data where possible. We take all reasonable steps to ensure the security of your personal information and we comply with requirements of an Australian Organisation under the Privacy Act 1988 and the APPs.

Any personal information that we must store, is stored securely in encrypted databases which are access controlled, or in hard copy in controlled facilities.

Any personal information held that we are not required by law to retain, and/or once any information is no longer needed for any purposes and/or it has been held for the minimum applicable retention period for the relevant engagement with the IDCN, will be immediately de-identified or deleted.

10. Online Transactions

We use PCI DSS compliant payment gateways for all online credit card transactions. All of these online credit card transactions performed on our payment gateways are secure payments, and the gateway safely and securely stores transmitted data.

11. Accessing of and correction of personal information

We will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date, including by correcting information that is not accurate, complete or up to date. To obtain access to personal information held about you by us, you may contact info@dzogchen.org.au.

At all times, our conduct under this Privacy Policy will be governed by the following principles:

- all requests for access will be treated seriously;
- we will need to verify your identity before responding to your request;
- there is no charge for requesting access to your personal information, although we may require you to meet our reasonable costs in actually providing you with access; and
- all requests will be dealt with promptly and in a confidential manner (unless a disclosure is required by law).

If you believe that information we hold about you is incorrect or you wish to elect to be removed from our databases, please contact us via email at ao@dzogchen.org.au or write to us at the contact details listed below outlining your request. We will make the necessary changes unless we are required or authorised under the Privacy Act, or other relevant law to refuse access or correction. If we decide to refuse your request, we will tell you why in writing and how to complain.

12. Inquiries or complaints

You may make an inquiry by sending an email to ao@dzogchen.org.au or in writing via a letter to our registered office using the following contact details:

To make a complaint, visit the IDCN [complaints webpage](#) or by emailing namgyalgar.treasurer@dzogchen.org.au

For more information, please refer to the IDCN Dispute Resolution and Complaints Handling Policy linked below.

If an inquiry or complaint is made about our compliance with the APPs or this Privacy Policy, we will:

- acknowledge any complaint or inquiry within 2 days;
- investigate the inquiry or complaint within 30 days; and
- use reasonable efforts to deal promptly with the matter.

If you are not satisfied with our response to your inquiry or complaint, you may complain to the Office of the Australian Information Commissioner (**OAIC**) via the OAIC website, www.oaic.gov.au

12. Related Documents

1. [Complaints & Dispute Resolution Policy](#)
2. [Complaints & Dispute Resolution Procedure](#)
3. [Reporting Form](#)
4. [Code of Conduct](#)
5. [Prevention of Sexual Exploitation and Harassment Policy \(PSEAH\)](#)
6. [Child Protection Policy](#)
7. [Equal Opportunity and Anti-Discrimination Policy](#)
8. [Whistleblowing Policy](#)

13. Version Control

The **IDCN** will review and update this Privacy Policy every three (3) years, unless changes are required earlier, and/or following an update to our internal practices in order to maintain our compliance with applicable law and regulation to ensure relevance and applicability. You may obtain a copy of our current Privacy Policy from our website or by contacting us. You may not be directly notified of such a change so please ensure that you regularly check this Privacy Policy so you are fully aware of any changes or updates.

	Written By:	Approved By:	Next review date:
Person	Eleanor Loudon	Gakyil	3/9/2026
Date	23/7/2023	3/9/2023	