

doer

Privacy Policy

Doer Group Pty Ltd trading as doer.org.au

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Privacy Policy

Effective date: 28 June 2026

This Privacy Policy should be read together with any collection notice, program form, donation form, consent form or service-specific terms provided by Doer.

1. Purpose and scope

1.1 This Privacy Policy explains how Doer Group Pty Ltd trading as doer.org.au (Doer, we, our, us) collects, holds, uses, discloses and protects personal information.

1.2 This Privacy Policy applies to personal information collected through our website, online forms, program applications, donations, email correspondence, phone calls, events, in-person interactions, partner referrals, volunteering, service delivery, governance, administration and related activities.

1.3 Doer operates across regional and remote Western Australia, including Newman and the broader Pilbara region, and delivers programs intended to reduce barriers to education, training, employment, participation and community opportunity.

1.4 We are committed to handling personal information lawfully, fairly, respectfully, securely and transparently.

1.5 Where the Privacy Act 1988 (Cth) and the Australian Privacy Principles apply to Doer, we will comply with those requirements. Where those requirements do not strictly apply, we will seek to follow them as a matter of good governance, accountability and community trust.

2. Entity and contact details

2.1 The organisation responsible for this Privacy Policy is Doer Group Pty Ltd trading as doer.org.au.

2.2 ABN: 26 660 003 645.

2.3 Website: doer.org.au.

2.4 Privacy contact email: info@doer.org.au.

2.5 Privacy requests, correction requests, complaints and data handling enquiries should be sent to info@doer.org.au.

3. Governance and responsibility

3.1 Privacy, confidentiality, data security and appropriate records management are governance responsibilities of Doer.

3.2 Doer will take reasonable steps to ensure that directors, officers, employees, contractors, volunteers, program partners and service providers understand their responsibilities when handling personal information.

3.3 Doer will maintain reasonable internal procedures for privacy, consent, data security, access control, breach response, records management, supplier management and complaints handling.

3.4 Doer will seek to handle personal information in a manner consistent with its charitable purpose, community responsibilities, safeguarding obligations and public accountability expectations.

3.5 Doer will review this Privacy Policy periodically and when there is a material change to our website, systems, payment arrangements, programs, partners, service providers or legal obligations.

4. Personal information we may collect

4.1 Doer may collect personal information that is reasonably necessary for our functions, programs, services, operations, reporting, compliance and governance.

4.2 The types of personal information we may collect include: (a) name; (b) date of birth or age; (c) contact details; (d) address, location or service region; (e) emergency contact details; (f) program application details; (g) eligibility information; (h) education, training, employment or career history; (i) licence status, learner driver information or driving program information; (j) scholarship, work readiness, academy or training information; (k) resume, job-readiness or career-related information; (l) records of support provided by Doer; (m) correspondence with Doer; (n) donation, supporter or volunteer information; (o) photographs, video, audio or testimonials where collected lawfully; and (p) website, device, usage and security information.

4.3 We will not knowingly collect more personal information than is reasonably required for the relevant purpose.

4.4 If we are unable to collect information that is reasonably required, we may be unable to assess eligibility, provide support, process a donation, respond to a request or deliver a program or service.

5. Sensitive information

5.1 Some information collected by Doer may be sensitive information.

5.2 Sensitive information may include information about: (a) Aboriginal or Torres Strait Islander identity; (b) cultural background; (c) health, disability, accessibility or support needs; (d) financial hardship; (e) family, housing, education or social circumstances; (f) criminal history or screening information where relevant and lawful; and (g) other information requiring special care because of its personal, cultural or community significance.

5.3 Doer will only collect sensitive information where: (a) the individual has consented; (b) the information is reasonably necessary for one or more of Doer's functions or activities; (c) collection is required or authorised by law; (d) collection is necessary to prevent or lessen a serious threat to health, safety or welfare; or (e) another lawful basis applies.

5.4 Sensitive information will be handled with additional care and will only be used or disclosed for the purpose for which it was collected, a directly related purpose, or another lawful purpose.

6. Children and young people

6.1 Doer may provide programs, support, training, scholarships, mentoring or opportunities to children and young people.

6.2 Where we collect personal information about a person under 18 years of age, we will take reasonable steps to ensure that collection is appropriate, respectful, lawful and proportionate.

6.3 Where required or appropriate, Doer may seek consent from a parent, guardian, carer, school, training provider or other authorised representative.

6.4 Doer will take particular care when collecting, storing, using or publishing images, stories, testimonials or program information involving children and young people.

7. Aboriginal and Torres Strait Islander cultural safety

7.1 Doer acknowledges the Traditional Owners of the lands on which it operates and recognises that personal information may include culturally sensitive information.

7.2 Doer will seek to handle information relating to Aboriginal and Torres Strait Islander people, families and communities in a way that is respectful, culturally safe and consistent with community expectations.

7.3 Doer will seek consent before using identifiable images, stories, names, voices or testimonials for promotional, fundraising, reporting or public communication purposes.

7.4 Doer recognises that published material may include images, names or references to people who have passed away. Doer will take reasonable steps to manage such material respectfully and to respond appropriately to requests from family or community members.

8. How we collect personal information

8.1 Doer may collect personal information directly from individuals when they: (a) visit our website; (b) complete an online or paper form; (c) apply for a program, scholarship, service or opportunity; (d) contact us by email, phone, social media or in person; (e) attend an event, workshop, meeting or program activity; (f) make a donation; (g) subscribe to communications; (h) volunteer with us; (i) participate in photographs, filming, interviews or testimonials; or (j) receive support, training, mentoring or case management from Doer.

8.2 Doer may also collect personal information from third parties where it is reasonable and lawful to do so, including schools, training providers, employers, employment service providers, government agencies, community organisations, referral partners, parents, guardians, carers, funders, grant administrators, professional advisers and publicly available sources.

8.3 Where practicable, Doer will collect personal information directly from the individual concerned.

9. Purposes for which we use personal information

9.1 Doer may use personal information for the purposes for which it was collected and for related purposes that a person would reasonably expect.

9.2 These purposes may include: (a) assessing eligibility for Doer programs; (b) providing program support, training, mentoring, scholarships or services; (c) delivering driving, work readiness, academy, employment pathway, scholarship or related programs; (d) communicating with participants, applicants, families, supporters, partners and stakeholders; (e) managing attendance, progress, outcomes and completion; (f) arranging referrals, opportunities, placements or support services; (g) supporting participant safety, welfare and wellbeing; (h) managing donations, volunteers and supporter relationships; (i) reporting to funders, grant makers, regulators and governance bodies; (j) evaluating and improving Doer's programs; (k) managing Doer's website, systems, records and administration; (l) responding to enquiries, complaints and feedback; and (m) meeting legal, insurance, audit, financial, safeguarding and governance obligations.

9.3 Doer may use de-identified, aggregated or statistical information for reporting, funding, research, evaluation, governance, communications and program improvement.

9.4 Doer will not use personal information in a way that is materially inconsistent with this Privacy Policy unless we have consent, are required or authorised by law, or another lawful basis applies.

10. Disclosure of personal information

10.1 Doer may disclose personal information where reasonably necessary for our functions, services, programs, reporting, governance or legal obligations.

10.2 We may disclose personal information to: (a) Doer employees, officers, directors, contractors and volunteers; (b) program partners and service delivery partners; (c) schools, employers, training providers or placement providers; (d) employment service providers and community organisations; (e) driving instructors, mentors, facilitators or trainers; (f) government agencies, regulators, grant administrators or funding bodies; (g) professional advisers, including lawyers, accountants, auditors and insurers; (h) IT, website, hosting, email, database, cloud, security and support providers; (i) donation, payment or fundraising platforms; (j) law enforcement, emergency services or child safety authorities where required or appropriate; and (k) any other person or organisation where the individual has consented or where disclosure is required or authorised by law.

10.3 Doer will not sell personal information.

10.4 Doer will not disclose identifiable participant stories, photographs, video, audio or testimonials for public communication, fundraising or promotional purposes unless consent has been obtained or another lawful basis applies.

11. Website, hosting and technical information

11.1 Doer's website may be hosted, deployed, secured or supported using third-party technology providers, including Cloudflare and GitHub.

11.2 When a person visits doer.org.au, technical information may be automatically collected or processed by Doer or its technology providers. This may include: (a) IP address; (b) browser type; (c) device type; (d) operating system; (e) referring website; (f) pages accessed; (g) time and date of access; and (h) security, firewall, bot protection, performance and deployment logs.

11.3 Doer may use this information to: (a) operate the website; (b) improve performance and reliability; (c) protect against spam, abuse, bots, fraud, cyberattack or unauthorised access; (d) understand website usage; and (e) maintain backups, deployment history and website security.

11.4 Doer will take reasonable steps to ensure that third-party technology providers handle personal information consistently with applicable privacy and data protection requirements.

11.5 Website source code, deployment workflows, repositories and connected systems should not contain personal information, payment details, credentials, secrets, tokens, private keys or sensitive records.

12. Cookies and analytics

12.1 Doer's website may use cookies, local storage, analytics tools or similar technologies.

12.2 These technologies may be used to operate the website, remember user preferences, measure traffic and usage, improve accessibility and usability, protect the website from misuse, and support website security.

12.3 Users may disable cookies through their browser settings, although some website functions may not operate correctly if cookies are disabled.

12.4 If Doer uses third-party analytics, embedded content, maps, forms, social media or similar services, those services may collect information in accordance with their own privacy policies.

13. Donations and payment processing

13.1 Doer may accept donations through its website and related online donation forms.

13.2 Online donations are processed through third-party payment providers, including Stripe. Where available, donors may also be able to make payments using digital wallet services such as Apple Pay or Google Pay.

13.3 Doer does not collect, receive, store or retain full credit card numbers, debit card numbers, card verification codes, security codes or complete payment credentials.

13.4 Payment card and digital wallet information is processed by the relevant payment provider, card scheme, bank or digital wallet provider.

13.5 Doer may receive and retain limited donation and transaction records for administration, reconciliation, receipting, donor management, fraud prevention, audit, accounting, reporting and legal compliance purposes.

13.6 Limited donation and transaction records may include: (a) donor name; (b) donor email address; (c) donation amount; (d) donation date and time; (e) donation status; (f) transaction reference or receipt number; (g) payment provider reference; (h) payment method type; (i) limited card metadata, such as card brand and last four digits, where provided by the payment processor; (j) billing address, where provided or required; and (k) refund, dispute, failed payment or chargeback information.

13.7 Doer uses donation and transaction information only for purposes reasonably connected with processing, managing, verifying, receipting, refunding, reporting, reconciling or auditing donations, or as otherwise required or authorised by law.

13.8 Doer does not sell donor information.

13.9 Doer may disclose donation information to payment processors, financial service providers, accountants, auditors, bookkeepers, insurers, professional advisers, governance bodies, government agencies, regulators, law enforcement, website service providers and donation administration systems where reasonably required for authorised purposes.

13.10 Digital wallet providers, payment processors, banks and card schemes may handle personal information in accordance with their own privacy policies, security standards and terms of service. Donors should review those policies before using those services.

13.11 Donations may be subject to fraud screening, payment authentication, anti-money laundering checks, sanctions screening, chargeback handling, dispute resolution or other payment security processes conducted by Stripe, digital wallet providers, card schemes, banks or other financial institutions.

13.12 If a donation is refunded, disputed, reversed or subject to a chargeback, Doer may retain records reasonably necessary to manage the refund, dispute, accounting treatment, audit trail and legal compliance.

13.13 Doer will take reasonable steps to ensure that donation records are stored securely and accessed only by people who require access for authorised purposes.

14. Communications, fundraising and updates

14.1 Doer may send program updates, newsletters, event invitations, fundraising communications, donor updates or other communications to people who have consented, subscribed, donated, participated in a program, volunteered, made an enquiry, or otherwise have an existing relationship with Doer.

14.2 Recipients may opt out of non-essential communications at any time by using the unsubscribe function, where available, or by contacting info@doer.org.au.

14.3 Doer may still send administrative, transactional, safety-related, program-related, donation-related or legally required communications where necessary.

15. Storage and security

15.1 Doer will take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

15.2 Security measures may include: (a) access controls; (b) password protection and multi-factor authentication; (c) role-based permissions; (d) encryption where appropriate; (e) secure cloud services; (f) secure backups; (g) staff, contractor and volunteer confidentiality obligations; (h) privacy and security training; (i) supplier due diligence; (j) incident response procedures; and (k) secure disposal or de-identification of records.

15.3 Doer will take reasonable steps to ensure that website source code, deployment environments, repositories and connected systems do not expose personal information, payment details, API keys, secrets, tokens or sensitive records.

15.4 No method of electronic transmission or storage is completely secure. Doer cannot guarantee absolute security but will take reasonable steps to reduce risk.

16. Retention and destruction

16.1 Doer will retain personal information for as long as reasonably necessary for the purpose for which it was collected, or as required for legal, audit, insurance, contractual, funding, safeguarding, governance or operational reasons.

16.2 When personal information is no longer required, Doer will take reasonable steps to securely destroy, delete or de-identify it.

16.3 De-identified or aggregated information may be retained for reporting, research, evaluation, governance or historical purposes.

16.4 Donation and payment records will be retained for as long as reasonably required for accounting, audit, reporting, taxation, governance, fraud prevention, legal and operational purposes.

17. Access to personal information

17.1 Individuals may request access to personal information that Doer holds about them.

17.2 Access requests should be sent to info@doer.org.au.

17.3 Doer may ask the person making the request to verify their identity before providing access.

17.4 Doer will respond to access requests within a reasonable period.

17.5 Doer may refuse access where permitted by law, including where access would: (a) pose a serious threat to life, health or safety; (b) unreasonably impact another person's privacy; (c) prejudice legal proceedings or investigations; (d) reveal commercially sensitive information; (e) be unlawful; or (f) otherwise fall within a lawful exception.

17.6 If Doer refuses access, it will provide reasons where reasonable and lawful to do so.

18. Correction of personal information

18.1 Doer will take reasonable steps to ensure that personal information it holds is accurate, up to date, complete and relevant.

18.2 Individuals may request correction of personal information by contacting info@doer.org.au.

18.3 If Doer is satisfied that personal information is inaccurate, out of date, incomplete, irrelevant or misleading, it will take reasonable steps to correct it.

18.4 If Doer refuses a correction request, it will provide reasons where reasonable and lawful to do so.

19. Anonymity and pseudonymity

19.1 Where lawful and practicable, individuals may interact with Doer anonymously or using a pseudonym.

19.2 In many cases, however, Doer may need to identify a person in order to assess eligibility, deliver services, manage safety, comply with funding obligations, issue records, verify participation, process donations or meet legal requirements.

20. Data breaches

20.1 A data breach may occur where personal information is lost, accessed, disclosed, altered or used without authorisation.

20.2 Doer will maintain reasonable procedures for identifying, assessing, containing, responding to and recording suspected data breaches.

20.3 Where the Notifiable Data Breaches scheme applies and Doer reasonably believes there has been an eligible data breach likely to result in serious harm, Doer will notify affected individuals and the Office of the Australian Information Commissioner as required by law.

20.4 Where appropriate, Doer may also notify funders, regulators, insurers, affected partners or other relevant parties.

21. Overseas disclosure

21.1 Doer may use service providers that store, process, support or access information outside Australia.

21.2 These providers may include cloud hosting, website deployment, email, analytics, payment, database, backup, security, productivity, communications, form, donation or fundraising providers.

21.3 Because Doer uses third-party payment and technology providers, including Stripe, Cloudflare, GitHub, Apple Pay and Google Pay where available, some personal information or transaction information may be processed, accessed or stored outside Australia.

21.4 Doer will take reasonable steps to ensure that overseas disclosures are managed appropriately and consistently with applicable privacy obligations.

22. Artificial intelligence and automated tools

22.1 Doer may from time to time use software tools, automation or artificial intelligence to improve administration, communications, program management, website security, application processing, reporting or service delivery.

22.2 Doer will not use automated tools to make decisions that significantly affect an individual's rights, interests, eligibility or access to support unless the use is lawful, appropriate human oversight is maintained, the individual is informed where required, and reasonable steps are taken to ensure fairness, accuracy and accountability.

22.3 Doer will not knowingly input sensitive personal information into public artificial intelligence tools unless authorised, necessary, secure and consistent with Doer's privacy and governance obligations.

23. Third-party websites and services

23.1 Doer's website may link to third-party websites, platforms, forms, payment processors, social media services, government services, partner organisations or embedded content.

23.2 Doer is not responsible for the privacy practices, security practices or content of third-party websites or services.

23.3 Users should review the privacy policies of third-party services before providing personal information to them.

24. Complaints

24.1 A person may complain about the way Doer has handled their personal information by contacting info@doer.org.au.

24.2 A complaint should include sufficient details for Doer to understand and investigate the issue.

24.3 Doer will acknowledge and respond to privacy complaints within a reasonable period.

24.4 If a person is not satisfied with Doer's response, they may contact the Office of the Australian Information Commissioner.

24.5 Where a concern relates to charity governance rather than privacy, the person may also have rights to contact the Australian Charities and Not-for-profits Commission.

25. Changes to this Privacy Policy

25.1 Doer may update this Privacy Policy from time to time.

25.2 The updated version will be published on doer.org.au.

25.3 The date of the most recent update will appear at the top of the policy.

25.4 Continued use of Doer's website, services or programs after publication of an updated policy will be taken as acceptance of the updated policy, to the extent permitted by law.

26. Contact

26.1 Privacy enquiries, requests and complaints should be directed to:

26.2 Doer Group Pty Ltd trading as doer.org.au; ABN 26 660 003 645; Email: info@doer.org.au; Website: doer.org.au.