

## **Personal information and data collection – Frequently asked questions for learners**

- Good Things collects data to help us understand the individual and community level impacts of our programs.
- This impact data helps us to advocate the importance of digital inclusion programs, and assist us to track our collective contributions towards closing the digital divide.
- Good Things programs are also externally funded by both the Federal Government and Corporate partners, who require us to report on the reach and impact of every program we are funded for, and in turn every grant we award.

### **Why is collecting data important?**

- All data collected, whether that be demographic information or personal outcomes achieved is vital in helping Good Things and our funders to understand the impact of our programs and help us to continuously improve our programs.
- Capturing demographic information such as age, cultural background or location can assist us to better understand the needs or challenges of different communities, which can help us tailor resources, support and broader advocacy efforts.
- Personal and community outcomes such as those measured in our Digital Skills Checker can help you and your Digital Mentor to plan your digital skills training, but it also helps Good Things ensure that you are better off from participating in our programs.

### **What do we do with the data?**

- The program data you provide, including any personal information, is used in a number of ways.

- The first way we use this data is for internal and external reporting. Demographic and personal information, including Full name, birthdate, suburb, postcode are mandatory requirements of our Government funders.
- Within the digital skills checker, Good Things' collects personal information such as names, suburbs and postcodes to assist us in successfully matching the data you and the organisation supporting you provides across our systems.

### **Is it safe to give you my data?**

- We understand that you may be hesitant to provide personal information when participating in Good Things Programs.
- Personal information such as names are only used to match your data across our systems
- Once Good Things reports your data to the Government and other funders, all names and learner information is de-identified. This means no personal information can be accessed by anyone outside of Good Things Australia.
- Within Good Things Australia, access to personal information is additionally restricted to employees who need it to provide benefits or services to you.
- Good Things Australia protects all data collected by maintaining safeguards, including the updating and testing of our systems, and staff training.
- For more detailed information on this topic, you can refer to our privacy policy on our website.

### **What if I am still concerned about providing my personal information?**

- We understand that even when knowing that your data will be de-identified and kept safe, you may still not want to provide this

information. If you wish to do any of the following, please discuss with your Digital Mentor as soon as possible.

- You can choose to use a pseudonym, or fake name for you to use throughout their engagement with the program.
- You can also use a birthdate format that hides the day and month you were born. Do this by using 1st January, followed by your year of birth. I.e
- You can provide the postcode and suburb of the organisation you are receiving support from instead of your own address.
- If you still do not want to provide any altered information such as false names or birthdates, you can choose to not register yourself with this program. Please discuss this with your Digital Mentor.

**Further information and support:**

- You can also visit our website and read our privacy policy for further detail on our data collection and management practices.
- And as always, if there are further questions you have about data collection or reporting in any of our programs please speak to your Digital Mentor, or contact our Helpline.