1 About This Privacy Policy

Samford Valley Weather ("**SVW**") is a privately owned, independently operated community weather and related information service based in Samford Valley, Queensland, Australia.

SVW is maintained on a voluntary, non-commercial basis.

This Privacy Policy explains how SVW handles personal information associated with the use of the SVW website and related services.

It should be read together with the SVW **Disclaimer, Terms of Use and Copyright Notice** published on the website.

SVW respects the privacy of visitors and seeks to collect only information that is reasonably required to operate, secure, maintain and improve the service.

2 Information SVW May Collect

Most information available through the public SVW website can be accessed without providing a name or other identifying information.

Depending upon how a person uses the website, SVW may collect or receive limited personal or technical information including:

(a) a person's name, email address or other contact details when voluntarily provided through a contact form, email or other communication;

(b) information contained in enquiries, feedback, reports or other communications sent to SVW;

(c) technical information associated with access to the website, such as an Internet Protocol (IP) address, browser type, device type, operating system, requested pages, access times, referring pages and similar server or security log information;

(d) information necessary to administer or secure authorised website accounts, where applicable;

(e) information associated with a voluntary donation where that information is provided to SVW by the donor or by a third-party payment or donation service; and

(f) information that a person otherwise chooses to provide to SVW.

SVW does not intentionally seek to collect sensitive personal information through the public website.

Visitors should not provide sensitive personal information unless it is genuinely necessary for the purpose of their communication with SVW.

3 Information Collected Automatically

Like most websites, the SVW website and its hosting infrastructure may automatically record technical information when the website is accessed.

This information may be used for purposes including:

(a) delivering website content;

(b) maintaining website security;

(c) identifying faults, errors or attempted misuse;

(d) diagnosing performance or availability problems;

(e) understanding general website usage;

(f) maintaining server and application logs; and

(g) protecting SVW systems and services.

Technical logs may include an IP address or other information that could, in some circumstances, constitute personal information.

SVW does not use this information to attempt to identify ordinary website visitors unless reasonably necessary for security, investigation of misuse, legal compliance or operation of the service.

4 Cookies and Similar Technologies

The SVW website may use cookies or similar browser technologies where required for normal website operation, security, user preferences, session management or authorised administration.

Cookies are small pieces of information stored by a website in a user's browser or device.

Some WordPress, website-security, hosting or third-party components may also use cookies as part of their normal operation.

SVW does not use cookies for the purpose of selling personal information.

Browser settings can generally be used to block or remove cookies. Blocking necessary cookies may affect the operation of some website functions.

5 Contacting SVW

If a person contacts SVW, information provided in that communication may be retained for the purpose of:

(a) responding to the enquiry;
(b) investigating a problem or report;
(c) maintaining an appropriate record of correspondence;
(d) correcting website information;
(e) responding to copyright, licensing, attribution or data-source concerns; or
(f) administering or improving SVW.

SVW will not ordinarily add a person to a marketing mailing list merely because they contact SVW.

6 Voluntary Donations

SVW may accept voluntary donations to assist with the costs of operating, maintaining and developing the weather station, website, equipment and associated services.

Where a donation is processed through a third-party payment or donation service, that provider may collect personal and financial information under its own privacy policy and terms.

SVW may receive limited information about a donation, such as the donor's name, contact details, donation amount, transaction reference or message, depending upon the information supplied by the donor and the payment provider.

SVW does not intentionally collect or retain complete payment-card details where those details are processed directly by a third-party payment provider.

Information relating to donations may be retained where reasonably necessary for administration, record keeping, security, dispute resolution or legal requirements.

7 How SVW Uses Personal Information

Personal information collected or received by SVW may be used where reasonably necessary to:

(a) operate, maintain and secure the SVW website and associated systems;
(b) respond to enquiries or communications;
(c) investigate technical problems, errors or security events;
(d) administer authorised user access;

(e) administer voluntary donations;
(f) maintain appropriate operational or administrative records;
(g) investigate suspected unauthorised access, misuse or unlawful activity;
(h) improve the website and associated services;
(i) comply with applicable legal requirements; or
(j) protect the legitimate interests, systems, information and property of SVW and its users.

SVW does not sell personal information.

SVW does not provide personal information to third parties for their independent direct-marketing purposes.

8 Third-Party Services

SVW relies upon third-party services and infrastructure in operating the website.

These may include services such as:

(a) website hosting and server infrastructure;
(b) domain-name and network services;
(c) security and anti-abuse services;
(d) email services;
(e) website software and plugins;
(f) payment or donation services;
(g) external information and data providers; and
(h) other technical services required to operate the website.

Where personal information is handled by a third-party provider, that provider may have its own terms and privacy policy.

SVW does not control the privacy practices of independent third-party providers.

As explained in the SVW Disclaimer, Terms of Use and Copyright Notice, the website may also contain links to external websites and services. Access to those services is subject to the privacy policies and terms of the relevant provider.

9 Third-Party Weather, Aviation and Emergency Information

SVW receives, processes and displays substantial amounts of weather, aviation, emergency, warning and other information obtained from or derived from third-party sources.

This information is generally operational, environmental or publicly available data rather than personal information collected directly from visitors to the SVW website.

The presence of aircraft observations, emergency incidents, warnings, weather observations or other externally sourced information on SVW does not mean that SVW has collected personal information about a particular website visitor.

Third-party information remains subject to the rights, terms, licences and conditions of its originating provider as described in the SVW Disclaimer, Terms of Use and Copyright Notice.

10 Disclosure of Personal Information

SVW may disclose personal information where reasonably necessary:

(a) to service providers assisting with the operation, hosting, security or maintenance of SVW;
(b) to a payment or donation provider in connection with a transaction initiated by the user;
(c) where a person has consented to the disclosure;

(d) where disclosure is required or authorised by law;

(e) where reasonably necessary to investigate suspected fraud, abuse, unlawful activity or a security incident;

(f) to protect the rights, property, systems or safety of SVW or another person; or

(g) where otherwise reasonably necessary for the purpose for which the information was provided.

SVW does not sell or rent personal information to advertisers, data brokers or marketing organisations.

11 Overseas Services

Some third-party technology, hosting, network, software, email, security or other service providers used by SVW may store or process information using infrastructure located outside Australia.

The location in which information is processed may depend upon the systems and infrastructure used by the relevant provider and may change from time to time.

Where a visitor directly accesses an external website or service linked from SVW, information transmitted to that provider is governed by that provider's own privacy practices.

12 Information Security

SVW takes reasonable measures appropriate to a voluntary community website to protect information and systems against unauthorised access, loss, misuse, interference or disclosure.

These measures may include access controls, software updates, hosting security, authentication controls, backups, logging and other technical or administrative safeguards.

No website, communications system or method of electronic storage can be guaranteed to be completely secure.

Users should therefore avoid sending confidential or sensitive information through ordinary website communications unless necessary.

13 Retention of Information

SVW retains personal information only for as long as reasonably necessary for the purpose for which it was collected, for legitimate operational or administrative purposes, or where retention is required by law.

Different information may be retained for different periods.

For example, short-term technical logs may be retained for troubleshooting and security purposes, while correspondence concerning an ongoing technical, copyright, licensing or administrative issue may need to be retained for longer.

Information that is no longer reasonably required may be deleted, anonymised or allowed to expire in accordance with normal system and backup processes.

14 Access and Correction

A person who believes SVW holds personal information about them may contact SVW to:

(a) ask what personal information is held;

(b) request access to that information; or

(c) ask that inaccurate or out-of-date information be corrected.

SVW will take reasonable steps to respond to legitimate requests.

SVW may need to verify the identity of the person making a request before providing or changing personal information.

There may be circumstances in which access cannot reasonably or lawfully be provided. Where appropriate, SVW will explain the reason.

15 Anonymous Use

The public SVW website is generally intended to be usable without visitors identifying themselves.

A person may browse publicly available information without providing their name or contact details except where identification is reasonably necessary for a particular interaction or service.

16 Children

SVW is a general community information service and is not directed specifically at children.

SVW does not intentionally seek to collect personal information from children through the public website.

If a parent or guardian believes that a child has provided personal information to SVW in circumstances where it should not have been collected or retained, they may contact SVW so that the matter can be reviewed.

17 External Links

The SVW website may contain links to websites and services operated by third parties.

SVW does not control the privacy, security, data-handling or other practices of those external websites or services.

Users should review the privacy policy and terms of an external provider before providing personal information to that provider.

18 Privacy Enquiries and Complaints

Questions, concerns or complaints about privacy or the handling of personal information may be directed to SVW through the contact method published on the website.

When contacting SVW about a privacy matter, please provide sufficient information to identify the issue without providing unnecessary sensitive information.

SVW will endeavour to:

(a) acknowledge and investigate legitimate privacy concerns;
(b) determine what information or systems are relevant;
(c) take reasonable corrective action where appropriate; and
(d) respond within a reasonable period having regard to the voluntary nature of the service and the circumstances of the matter.

19 Australian Privacy Law

SVW is based in Queensland, Australia.

The application of the **Privacy Act 1988 (Cth)** and the Australian Privacy Principles depends upon the nature and circumstances of an organisation and its activities.

Regardless of whether every provision of the Privacy Act applies to SVW, this Privacy Policy is intended to provide visitors with clear information about SVW's handling of personal information and to promote reasonable privacy practices.

Nothing in this Privacy Policy limits any privacy right or other right that cannot lawfully be excluded or restricted.

20 Relationship With the SVW Terms and Conditions

This Privacy Policy concerns the collection, use, storage and disclosure of personal information.

The separate SVW **Disclaimer, Terms of Use and Copyright Notice** governs matters including use of the website, reliability and safety limitations, third-party information, intellectual property, automated access and limitation of liability.

Where the website links to a third-party service, the third party's own privacy policy and terms may also apply to the user's dealings with that service.

21 Changes to This Privacy Policy

SVW may amend this Privacy Policy from time to time to reflect changes to:

(a) the website;
(b) technology or hosting arrangements;
(c) third-party services;
(d) information-handling practices; or
(e) applicable legal or regulatory requirements.

The version published on the SVW website applies from the effective date shown at the beginning of the policy.

22 Contact

Privacy enquiries, requests for access or correction, and privacy-related complaints may be directed to SVW through the contact method published on the website.