

PRIVACY POLICY

Date Adopted	May 2020
Next Review Date	March 2021
Responsibility	Privacy Officer

Policy Statement

Women's & Children's Hospital Foundation (WCHF) abides by the Collections for Charitable Purposes Act 1939 and is a registered Deductible Gift Recipient (DGR) and Income Tax Exempt Charity (ITEC). WCHF is a holder of a Section 6 & 7 License under the Collections for Charitable Purposes Act 1939.

WCHF engages in fundraising and marketing activities and events in support of the provision of services to clients and abides by the principles as set out in the Privacy Act 1988. WCHF complies with the relevant privacy principles under the Act (inclusive of the Australian Privacy Principles which came into effect from 12 March 2014).

Further information on Australian Privacy Laws can be readily found on the website of the Office of the Australian Information Commissioner, located at www.oaic.gov.au.

WCHF is committed to protecting and maintaining the privacy, accuracy and security of all donor information including the financial level of their support.

WCHF respects and upholds a donor's right to privacy protection in regulating how we collect, use, disclose and hold personal information. WCHF has a detailed policy to ensure that only authorised staff will have access to personal information and that it remains confidential and will only be used for appropriate purposes and in accordance with this notice.

This Privacy Policy gives important privacy rights to individuals but also recognises the rights of WCHF to achieve its fundraising objectives in an efficient way.

WCHF may, without notice, amend or modify its Privacy Policy by posting the amended Privacy Policy to the WCHF website.



10/09/2020

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Chief Executive Officer

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Date

Definitions

Donation is a voluntary contribution by a donor of money, property, goods or services to the organisation for the purpose of furthering the objectives of the organisation.

Donor is an individual or entity who willingly makes a contribution of value to the organisation.

Fundraiser is a person who carries out activities for the purpose of raising funds for the objectives of the organisation.

Organisation is an entity incorporated under Commonwealth or State law and established for a purpose other than profit.

Principles

The organisation collects personal information for a variety of fundraising programs to enable WCHF to carry out its work and deliver services to its clients and the community. These include but are not limited to:

- Direct Mail
- Special Events
- Face to Face Fundraising
- Bequests / Planned Giving
- Community Support
- Digital Marketing
- Corporate Relationships
- Lotteries
- Product / Merchandise Sales
- Capital Fundraising Campaign
- Tele-fundraising
- Trusts, Grants & Foundations
- Collection Devices

Collection of personal information

WCHF collects personal information only by lawful and fair means. Collection is through a number of ways including but not limited to:

- response to fundraising campaigns
- by participating in one of WCHF events
- by purchasing a lottery ticket in a WCHF lottery
- through responses to WCHF competitions
- by calling WCHF for information on fundraising and events
- through purchase of products and/or merchandise

WCHF may also collect personal information in other ways, eg. through the purchase of commercial lists and from publicly available sources such as the telephone directory.

The information we may collect will be identification information such as name, home, business, and/or postal address, telephone numbers, email address, date of birth.

Our policy, when seeking to collect personal information from children and young people under 18 years old, is to seek the permission of the parent or guardian first.

The organisation is bound by taxation law to retain detailed financial records of donor activity for seven years including donor details and the level of their financial support.

WCHF does not collect any information about racial or ethnic origin, political opinions or membership, religious or philosophical beliefs, trade association or union membership, sexual preferences or criminal record unless:

- the individual has consented, or
- the collection is required by law, or
- the collection is necessary for the establishment, exercise or defence of a legal claim.

WCHF will always collect such information in a non-intrusive, lawful and fair manner.

Disclosure of Personal Information

Depending on the purpose in collecting personal information, and only if permitted by privacy laws, we may disclose that information to:

- those involved in providing, managing or administering products and/or services such as our employees or authorised representatives, third party suppliers, printers and mail houses.
- our professional advisers such as legal practitioners, auditors and IT contractors
- insurers
- government bodies and regulators
- your representatives such as legal advisers and
- any person or organisation where the individual has given their consent

We may outsource some administrative functions to third party service providers overseas.

Storage and Security of personal information

WCHF will endeavour to take all reasonable steps to keep personal information accurate and up to date. We ensure this information is securely stored to protect it from loss, misuse or unauthorised access, disclosure or modification. Information is destroyed or permanently de-identified when it is no longer required for any purpose for which it was collected.

WCHF will only use and disclose personal information with the donor's consent, unless such uses are permitted by law, including without limitation those prescribed by the Australian Privacy Principles - <http://www.oaic.gov.au/privacy/privacy-act/national-privacy-principles>.

WCHF employees, volunteers and data processors are obliged to respect the confidentiality of any personal information held by the organisation.

Donor information within the WCHF database is required to be stored with a high level of security to prevent unauthorised access. Additional protections are required to be in place for confidential and financial information including:

1. Enforcement of user-based permissions to restrict access to confidential donor information.
2. Secure encryption of all donor credit card details.

WCHF will use mailing houses, consultants, and data cleansing agencies. Service providers are only used where a confidentiality agreement is in place that upholds the Australian Privacy Principles to ensure that donor privacy is protected.

Online Donations

The online facility for donations to WCHF and the purchase of online shopping products via the WCHF website is secure and encrypted. Transmissions over the Internet are never 100% secure or error-free. However, WCHF and its service providers take reasonable steps to protect personal information from loss, misuse, and unauthorised access, disclosure, alteration, and destruction.

Use of cookies

Cookies are pieces of information that a web site transfers to a computer's hard disk for record keeping purposes. Most web browsers are set to accept cookies. WCHF use cookies to make use of the website and services as convenient as possible. Cookies do not themselves personally identify users, although they do identify a user's browser. Cookies are involved in allowing WCHF to record how many people are using the different parts of the site.

Access and Correction of your Information

A donor has the right to make a request of the organisation to access their personal information which is being held by the organisation. This request is to be made in writing and the information will be provided at no charge to the donor.

A donor has the right to make a request to make amendments to the donor's records held by the organisation if these records are in the donor's opinion incomplete, incorrect, out-of-date or misleading.

There are some exemptions relating to access within the Privacy Act 1988 and Code of Fair Information Practice (COFI). Contact the Privacy Officer at WCHF (08) 8464 7900 to discuss access to your file.

Opting out or modifying personal information

Each time we send a direct marketing communication we will provide a simple way to 'opt out' or unsubscribe. Donors of the organisation may request to be removed from the database or for communication to cease by notifying the organisation in writing, email, and phone, facsimile or by marking the appropriate box on the organisation's marketing or fundraising material.

Occasionally WCHF will share donor details with like-minded organisations both inside and outside Australia. Those organisations allow us to do the same and this way we can reach more people with vital information. An opt-out option is always provided for people who do not want the organisation to share their details. Such details will be recorded by the organisation in a timely manner as the notification is received, provided this does not affect any legal requirements.

Complaint about Breach of Privacy Principles

Breaches of privacy should first be discussed with our Privacy Officer by contacting reception on (08) 8464 7900 and asking for the Privacy Officer. However, if you are not satisfied with the outcome of your complaint you can then refer the matter to the Chief Executive Officer.

Privacy Commissioner (Commonwealth Government Office of the Privacy Commissioner).

Tel: 1300 363 992

National Relay Service: 1300 555 727 or 1800 555 727

www.privacy.gov.au

References	Privacy Act 1988 Collection for Charitable Purposes Act 1939 Australian Privacy Principles Office of the Australian Information Commissioner FIA Principles and Standards of Fundraising Practice National Relay Service
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Version Control

Date	Description	Version	Author
Feb 2018	Initial Version	1.00	Head of Fundraising
May 2020	1 st Review	2.00	Privacy Officer