

# Privacy Policy

Date Adopted	March 2019
Last Review Date	March 2023
Next Review Date	March 2024
Responsibility	Privacy Officer

## Policy Statement

Women's & Children's Hospital Foundation (**WCH Foundation**) complies with the *Collections for Charitable Purposes Act 1939* and is a registered Deductible Gift Recipient and Income Tax Exempt Charity.

WCH Foundation engages in fundraising, marketing, and program delivery activities and events in support of the provision of services to clients and complies with the Australian Privacy Principles as set out in the *Privacy Act 1988* (**Privacy Act**).

WCH Foundation respects and upholds the right to privacy protection in regulating how we collect, use, disclose and hold personal information. WCH Foundation is committed to protecting and maintaining the privacy, accuracy and security of all stakeholder information.

This Privacy Policy sets out how we collect, use, disclose and hold personal information.

This Privacy Policy is current as at the date indicated below. WCH Foundation may, without notice, amend or modify this Privacy Policy from time to time, to take account of new laws and technology, changes to our operations and practices and the changing business environment. The most current version of this Privacy Policy is located on our website at [insert link] or can be obtained by contacting our Privacy Officer via the details below.

Authorised by:



CEO – Barbara Jane Scotcher

Date: 05/05/23

## Collection of personal information

WCH Foundation collects your personal information only by lawful and fair means. Where possible, we will collect your personal information directly from you.

The kinds of personal information we collect about you, and our use of that information, depends upon your dealings with us. Generally, the types of personal information we may collect includes:

- name,
- home, business, and/or postal address,
- telephone numbers,
- email address,
- date of birth; and
- educational history and qualifications (for job applicants or volunteers).

WCH Foundation will not collect sensitive information about you unless you have consented, or the collection is required or authorised by law.

WCH Foundation collects personal information through a variety of programs to enable it to carry out its work and deliver services to its clients and the community. These programs include but are not limited to:

- direct mail fundraising.
- special events.
- face to face fundraising.
- bequests / planned giving.
- community fundraising.
- digital marketing.
- corporate relationships.
- lotteries.
- product / merchandise sales.
- capital fundraising campaigns.
- tele-fundraising.
- trusts, grants & foundations.
- collection devices; and
- grant disbursement rounds.

We may also collect personal information about you if you:

- respond to a fundraising campaign;
- attend an event run by WCH Foundation or on behalf of or for the benefit of WCH Foundation.
- purchase a lottery ticket or enter a competition run by WCH Foundation.
- register to be the beneficiary of WCH Foundation support.
- contact us for information about our fundraising and events; or
- purchase products and/or merchandise from WCH Foundation.

WCH Foundation may also collect personal information in other ways, such as through the purchase of commercial lists or from publicly available sources. We do not usually collect personal information from children and young people except with the permission of their parent or guardian.

If you provide us with personal information about a third party, you warrant that the third party has consented to us collecting and using their personal information in accordance with this Policy.

If you do not provide all of the personal information we require, we may be unable to provide you with the products or services you are seeking.

## Use and Disclosure of Personal Information

We will use and disclose your personal information for the purposes for which we collected it, for other related purposes that you would reasonably expect, and as otherwise permitted or required by law.

By providing us with your personal information, you consent to us holding, using and disclosing your personal information for the following purposes:

- providing you with our products and services.
- sending you direct marketing materials.
- communicating with you about fundraising, donations, campaigns, causes and events.
- obtaining your feedback on our products and services.
- responding to enquiries and providing you with information you have requested; and
- disclosure to third parties (such as our agents, contractors, and suppliers) to carry out the above purposes on our behalf.

If you do not wish to receive marketing materials from us, you may "opt out" at any time by contacting our Privacy Officer (contact details below) or by using the opt-out mechanism provided in each communication.

If we disclose information to a third party (as permitted by this Policy or the Privacy Act), we will take reasonable steps to ensure that the third party protects your information to the same extent that we do.

We will not otherwise use or disclose your personal information without your consent unless required or authorised by law.

As at the date of this Policy, we are not likely to disclose personal information to overseas recipients. If in future we do propose to disclose personal information overseas, we will do so in compliance with the requirements of the Privacy Act.

## Storage and Security of personal information

WCH Foundation takes reasonable steps to keep personal information accurate and up to date. We store your personal information in physical and electronic records, and take reasonable, industry-standard steps to protect personal information from loss, misuse or unauthorised access, disclosure, or modification.

Employees, volunteers, and data processors working on behalf of WCH Foundation are obliged to respect the confidentiality of any personal information held by WCH Foundation.

## Online Donations

While the online facility for donations to WCH Foundation and the purchase of online shopping products via the WCH Foundation website is secure and encrypted, transmissions over the Internet are never 100% secure or error-free.

## Use of cookies

Cookies are pieces of information that a website may transfer to a user's computer for record keeping purposes. Most web browsers are configured to 'accept' cookies automatically. The WCH Foundation website uses cookies to make your 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.

## Access and Correction of your personal information

You have the right to make a request to access your personal information held by WCH Foundation. This request is to be made in writing to our Privacy Officer. We may require you to provide us with sufficient identification before providing access to your personal information. If we are required or authorised by law to do so, we may refuse access.

We may charge a reasonable fee for you to access your personal information, but that fee will not exceed our reasonable costs of assessing your request and providing access. We will advise you in advance of the amount once we have assessed your request, and we may require payment prior to providing access.

If you believe the personal information we hold about you is inaccurate, incomplete, or out of date, please contact us at the details shown below. If you satisfy us that any personal information we hold about you is not accurate, complete or up-to-date, we will amend our records accordingly.

## Retention and deletion of your personal information

We will retain your personal information for as long as we require it to fulfil the purpose for which it was collected, unless a longer retention period is required for the purpose of discharging our legal, accounting and reporting requirements.

Where we no longer require your personal information, we will use reasonable endeavours to comply with our legal obligations in respect of that information (e.g. by de-identifying or destroying such personal information).

## Questions or complaints

If you have any questions, concerns or complaints about our management of your personal information, please contact our Privacy Officer at the details set out below:

Privacy Officer  
Women's & Children's Hospital Foundation

Telephone: (08) 8464 7900  
Email: [privacy@wchfoundation.org.au](mailto:privacy@wchfoundation.org.au)  
Mail: Locked Bag 5, Adelaide SA 5001

We will confirm receipt of your query or complaint and respond to you within a reasonable time.

If you are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner, see <https://www.oaic.gov.au/privacy/privacy-complaints/> for further information.

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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