

## **Privacy Policy**

### **Our privacy commitment**

Protecting your privacy is important to the David Collins Leukaemia Foundation of Tasmania. David Collins Leukaemia Foundation of Tasmania – ABN 24 819 325 355 referred to as “we”, “us” and “our”, recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information.

This document is our Privacy Policy and advises how we collect and manage your personal information. This Privacy Policy, in accordance with the Australian Privacy Principles, summarises how we comply with the Privacy Act 1988 (Ch) in respect to collection, management and disclosure of your personal information.

We may revise this Privacy Policy from time to time. Any revised Privacy Policy will take effect when it is posted on our website.

### **1. What is personal information?**

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

In general terms, it is any information that can be used to personally identify you.

This may include your full name, date of birth, gender, contact information, giving history, credit/debit card information, health information, and other information about your history with, or relationship to a type of blood cancer or related blood disorder.

### **2. Whose personal information do we collect?**

We collect personal information from people who are connected to our operations and activities – including employees, donors, research study participants, recipients of our services, participants in advocacy campaigns or health promotion projects, health professionals, suppliers, volunteers and service providers.

### **3. How do we collect your personal information?**

Where possible, we will collect your personal information directly from you. This may be in person (eg: where you receive a visit from a staff member or attend an event); on the telephone (eg: if you contact the David Collins Leukaemia Foundation of Tasmania for support); through the mail by responding to our correspondence; or online (eg: if you sign up for an event online).

We also obtain personal information from third parties such as contractors (including fundraising service providers), list vendors, health professionals, social and community workers. If we collect personal information about you from a third party and it is unclear that you have consented to the disclosure of your personal information to us, we will take reasonable steps to contact you and ensure that you are aware of the circumstances surrounding the collection and purposes for which we collected your personal information.

### **4. Why do we collect your personal information?**

We may collect your personal information for a number of purposes relating to the daily running of the David Collins Leukaemia Foundation of Tasmania. These include marketing, support services, research, health promotion, volunteering and other LF support and other issues. These are detailed further below:

- a) Marketing: to communicate with you about donations, products, services, campaigns, causes, news, events and possible media opportunities.
- b) Support services: to provide you with information and support services, and to evaluate and report on these services. This may also include newsletters specifically relating to your condition.
- c) Research: to conduct and/or fund research into the causes of blood cancers, as well as diagnosis, treatment and cures, improvement in quality of life, and other research news.
- d) Health promotion: to provide you with information about living well with a blood cancer, and to seek your support for specific campaigns that may relate to a blood cancer.
- e) Volunteering and other support: to invite you to assist us with community fundraising, patient transport, advocacy and other activities, where community assistance is required.

f) Other issues: communicating with you in relation to our operations and organisational impact, to verify your identity, to improve and evaluate our programs and services and to comply with relevant laws.

## **5. Sensitive Information & Health information**

Part of our core business is offering support services to people living with blood cancer. As such, we may collect health information and other sensitive information. For example, we may collect medical history information from you.

We may also collect disease specific information about you to enable us to ensure you are offered the right service/s and information.

We will however, limit the collection of sensitive information to the minimum amount required to perform our services.

## **6. What happens if you don't provide all this information?**

If you do not provide us with the personal information we reasonably request, some or all of the following may happen:

- We may not be able to provide the requested products or services to you, either to the same standard or at all;
- We may not be able to provide you with information about products and services that you may want;
- We may be unable to tailor the content of our website to your preferences and your experience of our website may not be as enjoyable or useful.
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## **7. Engaging with us anonymously, or using a pseudonym**

Where possible, you will have the option of interacting with us on an anonymous basis, or using a pseudonym. However, in some circumstances, this is not practicable to do so.

## **8. Website usage and cookies**

### **Using Our Website**

When you visit our website, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used to analyse how people use our site so we can improve our service.

### **Cookies**

When you visit our website, we may use an internet browser feature called a 'cookie'. A cookie is a small data file that may be placed on the computer of a web user (usually in the browser software folder) the first time a computer visits a website which operates cookies. Cookies by themselves cannot be used to identify you personally. They only identify your computer when you visit our site.

The information we gain by using cookies provides us with statistics which can be used to analyse and improve our website, products & services. If you do not wish to receive any cookies, you can set your browser to refuse cookies. However, this may mean you are not able to take full advantage of our services

## **9. Direct Marketing Materials and Opting Out**

We may send you direct marketing communications and information about our products and services that we consider maybe of interest to you. These communications may be sent in various forms, including post, email or telephone. We will provide you with an opportunity to opt-out of receiving such information with each contact. If you do not opt-out, we will assume we have your implied consent to receive similar information and communications in the future. We will always ensure that our opt-out notices are clear, visible and easy to take up.

In the event you do not wish to receive this information from us, please contact us at **David Collins Leukaemia Foundation of Tasmania, PO Box 372, Hobart 7001, Tel: 1300 729 533 or email: [enquiries@leukaemia-tasmania.com.au](mailto:enquiries@leukaemia-tasmania.com.au)**

## **10. Who does David Collins Leukaemia Foundation of Tasmania disclose your personal information to?**

There may be occasions where we may need to disclose personal information to other organisations for us to do our business. Examples of these are listed below.

Our employees, related corporate bodies, contractors or service providers for the purposes of operation of our website or our business, fulfilling request by you, and to

otherwise provide products and services to you including, without limitation, health care professionals, web hosting providers, IT system administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;

Suppliers and other third parties with whom we have a commercial relationship, for business, marketing and related purposes; and

Any organisation for any authorised purpose with your expressed consent.

These contractors and service providers are bound to handle and destroy your information in accordance with the Privacy Principles when operating in Australia.

Wherever we propose to disclose your personal information to a third party not outlined above, we will provide you with a collection notice which explains the circumstances in which we might disclose your personal information. We do not sell your personal information to others.

### **11. Credit Cards**

The David Collins Leukaemia Foundation of Tasmania wants to ensure that all of our supporters can donate and sponsor online with complete confidence. We have taken every possible measure to give absolute security to you in your dealings with us.

The David Collins Leukaemia Foundation of Tasmania has contracted Bendigo Bank Group to securely handle registration, donation and credit card transactions originating from the David Collins Leukaemia Foundation of Tasmania website. At no time does the David Collins Leukaemia Foundation of Tasmania have access to this credit card information. It is never stored on our servers, however is encrypted and stored by our service providers.

Where credit card information is provided to us in hard copy, all credit card details, with the exception of the last four digits, are destroyed. The hard copy documentation is stored in a locked facility for a period of time, until it is securely archived or destroyed.

### **12. Access to your personal information**

You may request access to any personal information we hold about you at any time by contacting us, in writing. Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (eg: by mail or emailing it to you). We may charge you a reasonable fee where the retrieval of information incurs costs to the Foundation. We will not charge simply for making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold, (eg: we may need to refuse access if granting access would interfere with the privacy of others, or if it would result in a breach of confidentiality).

If we are unable to give you access to the information requested, we will give you reasons for this decision when we respond to your request

Where the David Collins Leukaemia Foundation of Tasmania conducts research studies and collects personal information, we will only store de-identified information. Therefore it is not possible to retrieve individual participant information.

### **13. Updating your personal information**

If you believe that information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will try to resolve your concerns.

Alternatively, if you wish to have your personal information deleted, please contact us and we will take reasonable steps to delete it, unless we need to keep it for legal reasons.

For access or updating information, please contact us at: **David Collins Leukaemia Foundation of Tasmania, PO Box 372, Hobart 7001, Tel: 1300 729 533 or email: [enquiries@leukaemia-tasmania.com.au](mailto:enquiries@leukaemia-tasmania.com.au)**

### **14. Complaints**

If you wish to make a complaint about the manner in which we collect, handle, use or disclose your personal information, please contact our Privacy Officer in writing.

Privacy Officer **David Collins Leukaemia Foundation of Tasmania, PO Box 372, Hobart 7001, Email: [enquiries@leukaemia-tasmania.com.au](mailto:enquiries@leukaemia-tasmania.com.au)**