



## Privacy Policy

**Last updated:** 3 August 2023

### 1. This Privacy Policy

- Mildura Health Foundation Limited ABN 4166 810 2930 (**The Foundation, we, us, or our**) is a community-based registered charity that was established to raise funds to "acquire, construct maintain and/or operate facilities for the provision of affordable temporary accommodation on a non-profit basis for patients being treated at the Mildura Health Icon Cancer Centre."
- We're committed to protecting the privacy of individuals who interact with us and our products and services, in line with our obligations under the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (**Privacy Act**), and any other applicable privacy laws.
- This policy explains the type of personal information we might collect, how we handle and store it, who we share it with, how you can access and correct it, and how you can get in touch if you have any concerns. It applies to any individuals about whom we collect personal information (**you or your**), such as:
  - an individual seeking to organise or promote an event or engaging in any activity to raise funds for the Foundation (**Fundraiser**);
  - a donor wishing to make a donation to the Foundation, whether via our website or otherwise (**Donor**);
  - a visitor to our website or social media pages (**Website Visitor**);
  - a previous patient of Mildura Health Icon Cancer Centre (MHICC) who has provided their express consent to:
    - MHICC sharing your personal information with the Foundation; and
    - receiving communications, including fundraising engagement materials, from the Foundation, (**MHICC Patient**); or

- a contractor, supplier, volunteer, potential employee or any other individual we may deal with in the course of running our business and/or providing our Services.
- We may need to amend this policy from time to time. Any updated versions of this policy will be published on our website and will be effective from the date of publication.

## **2. The type of personal information we collect**

- We only collect personal information that is reasonably necessary to perform our functions or activities, such as fundraising, event management and general operations. The personal information we collect will depend on the nature of our relationship with you:
- Fundraisers and other volunteers
  - If you are a Fundraiser or other volunteer, we might collect:
  - your name and contact details (such as email address, phone number, and business and postal addresses);
  - information about your planned fundraising activities or volunteering activities;
  - details of any communications or interactions you have with us; and
  - financial information such as your bank details used to make payment of monies raised through your fundraising activities to us.

Your involvement in events, fundraising activities and/or volunteering activities related to the Foundation may also be subject to us conducting or requesting relevant criminal and working with children checks. We will also collect any information contained within such checks.

- Donors

If you are a Donor, we might collect:

- your name and contact details (such as email address, phone number, and residential and postal addresses);
- financial information such as any bank or credit card details used to make a donation; and
- details of any communications or interactions you have with us

- Website Visitors

If you access our website or social media pages, we might collect:

- any information you provide when contacting us or interacting with us; and
- generally anonymised data about your use of our website that we capture from cookies.

- MHICC Patient

If you are a MHICC Patient, we might collect (with your consent):

- your name and contact details (such as email address, phone number, and residential and postal addresses);
- details of any communications or interactions we have with you; and
- details of your admission at MHICC (which will constitute your health information).

- Other individuals

For all other individuals, the information that we might collect about you will ultimately depend on how you engage with us. For example, if you are a service provider to us or apply for a role in our team, this might include:

- your name and contact details (such as email address, phone number or residential address);
- details of any communications we have with you; or
- information about you that you (or someone else) give us, such as a copy of your resume or details of your experience and qualifications.
- In some cases, with your consent (for example, if you are a MHICC Patient), we may also collect sensitive information, including health information, about you. This may involve where you provide it to us directly without

being requested to do so (e.g. by disclosing such information in an open field in a form). In such instances we assume that you consent to us collecting and handling it in accordance with this policy, unless you tell us otherwise.

Please be careful about what information you send to us or post on our social media pages.

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

- Where reasonably practicable, we will collect your personal information directly from you. This may be in person (for example, where you attend an event), on the telephone (for example, if you contact us) or online (for example, if you use our website to sign up for an event, make a donation or complete another form).
- In some cases, we may also collect personal information about you from a third party, for example:
  - where you have consented to a third party providing your information to us (e.g. as a MHICC Patient upon discharge); or
  - from your authorised representative or next-of-kin (e.g. where you have consented, or are unable to provide us with your personal information directly).

### **4. How do we use and disclose your personal information?**

- We will generally only use and disclose your personal information for the purposes you have shared it for, such as:
  - responding to queries submitted via our website, telephone or in person;
  - accepting donations from Donors;
  - allowing our contractors and service providers to provide the services that are necessary for us to manage our operations and provide our Services;
  - facilitating our dealings with volunteers and Fundraisers;
  - performing administrative functions to support our operations and Services, such as financial receipts and payments and operations (including staff training and recruitment); and

- providing information about our charity and other direct marketing materials to those who have requested or otherwise consented to receiving it.
- If you do not wish to receive any direct marketing communications from us, you can opt-out by contacting us at [secretary@mhfoundation.com.au](mailto:secretary@mhfoundation.com.au) or by using the “unsubscribe” function in the relevant email.
- Personal information will only ever be used or disclosed for purposes beyond those listed in this section 4 if we are required or permitted to do so by relevant laws.

#### **5. Cross-border disclosure of personal information**

- We do not directly disclose personal information to any overseas recipients without your consent.
- Our third-party service providers may store personal information overseas when providing support or other services. For example:
  - anonymised website traffic information may be disclosed to Google when you visit our website – Google stores information across multiple countries; or
  - when you communicate with us through our social media platforms, the relevant platform provider and its partners may collect and hold your personal information overseas.

#### **6. Security of personal information**

- The Foundation stores personal information in a combination of secure computer-based storage facilities and paper-based files and records.
- Our responsible persons, authorised officers, employees and contractors are also required to maintain the confidentiality of your information.
- We understand the importance of maintaining the security of your personal information and use what we believe to be reasonable security measures to protect your personal information. However, the Internet is not a fully secure environment and you should be mindful, and accept the risk, that any information you send us through the Internet may be accessed, tampered with or used in an unauthorised manner by third parties.

- We'll only keep your personal information for as long as required, which will generally be as long as it takes to fulfil the purpose for which it was collected (or in accordance with any consents you provide), or any other legally prescribed timeframe. After this timeframe, we'll take reasonable steps to destroy or permanently delete the personal information.

#### **7. Accessing and correcting personal information**

- Under the Australian Privacy Principles, you have a right to request access to, or correction of, any personal information that we hold about you.
- If you'd like to request access or correction, please get in touch using the contact details in section 9.

#### **8. Privacy complaints**

- If you believe that your privacy has been breached or if you have any concerns regarding the handling of your personal information, please contact us using the details provided in section 9. We will respond within a reasonable time frame, typically within 30 days of receipt.
- If you are not satisfied with our response, you may file a formal complaint with the Office of the Australian Information Commissioner:
  - by phone: 1300 363 992; or
  - online at: [oaic.gov.au](https://www.oaic.gov.au)

#### **9. Contact us**

- If you have any feedback, questions or concerns relating to your personal information and privacy (or this privacy policy), please get in touch.
- You can reach us via email at [secretary@mhfoundation.com.au](mailto:secretary@mhfoundation.com.au) or via telephone at 03 5023 0269.