

Privacy Policy

Approved by Board on		Last Reviewed	29.5.2024
Version	1	Review frequency	annually
Responsible person	CEO	Scheduled review date	June 2025

1. Policy Statement

Motor Neurone Disease Australia Incorporated (ARBN 609 051 792) (referred to as “MND Australia”, “we”, “our” or “us”) is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, share, and manage your personal information in compliance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

2. Scope

This policy applies to all individuals whom MND Australia collects personal and sensitive information from. All staff working within MND Australia must adhere to this policy.

This policy should be read in conjunction with MND Australia’s ‘*Website Terms and Conditions*’ policy, and our ‘*Cookies*’ policy.

3. Policy details

What type of personal or sensitive information might we collect?

Personal information means information or an opinion, whether true or not and whether recorded in a material form or not, about an individual who is identified or reasonably identifiable.

We collect personal information that is necessary for our functions and activities as a not-for-profit organisation. An individual’s personal information may be collected in a variety of ways. This includes paper or online forms, in correspondence to and from the individual, as well as email, in person, or over the telephone. Information is collected directly from individuals, unless it is unreasonable or impractical to do so. Examples where it may be impracticable to do so include where a carer communicates on behalf of an individual. In such circumstances we will endeavour to confirm the authority of the carer. We may also collect personal information from other third parties, however only if you have provided consent prior, or where required or authorised by law.

The information we collect depends on the type of dealings we have with you.

The type of personal information we might collect includes:

- Contact details (such as name, address, email address, and telephone number)
- Information relevant to our programs and services (such as date of birth, gender, location)
- Preference on receiving updates or promotional materials (such as newsletters).
- Financial information (Note: Credit Card or banking details are only stored for the processing of any required payment and will be deleted once payment is processed.)

Sensitive information is a subset of personal information that is generally afforded a higher level of privacy protection, such as health information. We only collect sensitive information where it is reasonably necessary for our functions or activities and either:

- the individual has consented; or
- we are required or authorised by or under law to do so.

The type of sensitive information we might collect includes:

- Health information (such as date of MND diagnosis)
- Ethnic origin

The MND Australia website does NOT collect personally identifiable information from individuals unless they provide it to us voluntarily and knowingly. When you view the MND Australia website, information is collected about your browser and whether you have visited the MND Australia website before. It does not extract any personal information about you from your computer.

We use programs that place cookies on your computer to collect information about your browsing history (including on external websites). This information, which does not identify you personally, is collected to improve your online experience by customising the content you see to your interests. You can opt out of these programs at any time by clicking [here](#).

Use and disclosure of personal information?

We use personal or sensitive information for the purposes for which it was collected, including:

- To respond to your requests or enquiries
- Managing memberships or subscriptions
- Communicating with individuals about our activities, events, or programs
- Delivering or evaluating our programs or services
- Raising awareness in relation to motor neurone disease
- Performing research and statistical analysis, including for service improvement purposes
- Processing donations
- Obtaining products and services for our business
- Recruiting staff and contractors
- Complying with our legal obligations

We may also use personal information for other purposes, but only with your consent, or as permitted or required by law.

Direct marketing

We may use or disclose your personal information to let you know about us and our activities (including fundraising initiatives or events), either where we have your express or implied consent, or where we are otherwise permitted by law to do so. We may contact you for these purposes in a variety of ways, including by mail, email, SMS, telephone, or online advertising.

Opting out

Where you have consented to receiving marketing communications from us, your consent will remain current until you advise us otherwise. However, you can opt out at any time, by:

- contacting us (details below)
- advising us if you receive a marketing call that you no longer wish to receive these calls
- using the unsubscribe facility that we include in our electronic messages (such as emails, SMS and MMS)

Do we share your personal information with others?

In some circumstances, we may *ask your consent* to share your personal information with other individuals, organisations, or agencies, within Australia to:

- respond to your request or an enquiry
- assist us in delivering or evaluating our services and programs
- provide you with goods or services on our behalf.

We do not provide personal information to overseas recipients unless the consent of the individual is obtained before any transfer of information is undertaken.

In other circumstances, we may share your personal information with others, *without your consent*, for example:

- Financial institutions for payment processing
- Referees whose details are provided to us by job applicants
- Our contracted service providers, including:
 - delivery and shipping providers
 - information technology and data storage providers
 - venues and event organisers
 - call centres
 - mail houses
 - external business advisers (such as consultants, recruitment advisors, accountants, auditors and lawyers)
- Regulatory bodies and government agencies as required by law. For example, the APPs permit MNDA to disclose sensitive information where we believe disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health, or safety.

In each case, we may disclose personal information to the service provider and the service provider may in turn provide us with personal information collected from you while providing the relevant products or services.

Security of personal information

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification, or disclosure. These steps include:

- Implementing physical, technical, and administrative security measures within our organisation

- Hosting electronic information on a secure Australian-based Cloud platform.
- Restricting access to personal information to authorised MND Australia staff only.
- Using secure methods to destroy or de-identify personal information that is no longer needed.

Online credit card payment security

We process payments using EFTPOS and online technologies. All transactions processed by us meet industry security standards to ensure payment details are protected.

Website security

While we endeavour to protect the personal information and privacy of users of our website, we cannot guarantee the security of any information that you disclose online, and you disclose that information at your own risk. If you are concerned about sending your information over the internet, you can contact us by telephone or post (details below).

Access and correction

Individuals have the right to access and correct the personal information we hold about them (including information that has been provided to us about that individual by a third party, such as a carer). Requests for access or correction should be made in writing to our Privacy Officer using the contact details provided below. We will respond to requests within a reasonable timeframe and provide access or make corrections as required by law.

Complaints

If you have a complaint about our handling of your personal information or believe that we have breached the Australian Privacy Principles (APPs), please contact our Privacy Officer in the first instance, using the contact details provided below. We take all complaints seriously and will investigate promptly and impartially. You may also choose to take the complaint to the Office of the Australian Information Commissioner (OAIC). For more information about this, please visit: <https://www.oaic.gov.au/contact-us>

Contact us

If you have any questions about our Privacy Policy or practices, or if you would like to request access to or correction of your personal information, please contact our Privacy Officer:

Maddie Catlin, Executive Officer
MND Australia
Email: maddiec@mndaust.asn.au

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or industry standards. Any updates will be posted on our website, and we encourage you to review this Privacy Policy periodically for changes.