

ME/CFS AUSTRALIA (SA) INC

PRIVACY POLICY

1. Your Privacy

- a. ME/CFS Aust (SA) Inc takes the privacy of personal information about individuals seriously. We are bound by the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) (Privacy Act) and other applicable laws.
- b. This Privacy Policy may be updated from time to time. It is available by contacting the Secretary by email at secretary@sacfs.asn.au or by telephone.
- c. By providing any personal or sensitive information to us, you agree to give us permission to collect, use and disclose your information as set out below.

2. Collecting Information About You

- a. As part of our fundraising, support and membership services we may collect information as is reasonably necessary for any of our functions, events, services or activities. Personal and sensitive information that we collect and hold may vary depending on your interaction with us and may change from time to time.
- b. Personal and sensitive information is collected as is necessary to operate as a fundraising body and in assisting you with support services, research and events or for any other purpose as is reasonable. The information that we obtain may include:
 - i. information you provide when you join as a member or client,
 - ii. information you give us when you complete an online or paper form when accessing a specific service. This may include your name, address and other contact details;
 - iii. your email addresses, postal address and phone numbers;
 - iv. information contained in communications between us and you;
 - v. information we collect when you use our website;
 - vi. other personal information required to use our services;
 - vii. transaction details relating to membership, purchases or payments for services;
 - viii. details in relation to fundraising enquiries; and
 - ix. sensitive information that you have voluntarily given us and we hold.
- c. Sensitive information will be used and retained in accordance with the Privacy Act. You are under no obligation to give us any sensitive information, however refusal to do so may impact on whether we choose to provide you with the services or support requested.
- d. You are entitled to know why we are collecting information and how we intend to use it, or these things will be obvious when you provide us with the information.
- e. In certain circumstances health, occupational and disability information may be collected. This information will only be used when you give it voluntarily, or we are otherwise authorised or required by law to do so.
- f. If you do not provide us with your personal or sensitive information, or you do not consent to us using your personal or sensitive information, we may not be able to provide you with the services you require or otherwise fulfil the purpose for which we requested the information.
- g. The APPs provide protection, in certain circumstances to individuals who require anonymity. In such situations you have the right not to identify yourself or to use a pseudonym when providing information. If this is the case please let us know so that your information is recorded appropriately.

3. How We Collect Information

- a. Direct collection of information shall occur:
 - i. when you submit information through an online or paper form such as a membership application;
 - ii. in person;
 - iii. in the course of us providing a service or benefit;
 - iv. as part of our fundraising activities; or
 - v. for research purposes as identified on our website, in social media or in written or verbal communication.
- b. Cookies may be used to collect information about how the website is used.
 - i. For example; time of visit, duration of visit, methods used to access the website, and pages viewed.

4. Information You Give Us About Others

- a. If you give us personal or sensitive details about someone else (e.g. a child or older relative) it is your responsibility to ensure that you are legally entitled to do so and that you have made them aware of the contents of this policy. You will advise them that they can get access to the information as per this policy and the consequences of not providing information as required, e.g. our right to refuse providing services to you or them.

5. Why We Collect, Use and Disclose Information

- a. We may collect personal or sensitive information about you for the following purposes:
 - i. to establish and maintain our relationship with you, e.g. through membership newsletters;
 - ii. to provide you with support services as requested;
 - iii. to answer your enquiries;
 - iv. for research purposes;
 - v. to assist us in fundraising; and
 - vi. to comply with our legal and regulatory obligations.
- b. We will not use your information for any other purpose without seeking your consent, or where authorised or required by law.
- c. Your personal or sensitive information may be disclosed to third parties who work with us to provide, promote or improve our services.
- d. When applying for grants from various funding institutions we may be required to provide certain details about our members and clients as part of our funding agreements. This may include your age, sex, disability criteria and services provided to you. The information is used for reporting and statistical purposes only. You may request that we not disclose this information; however doing so may affect our ability to provide the requested services to you.
- e. Your information may be used to provide and market our services to you and to further develop our relationship with you, e.g. to keep you informed of our services, events, developments in research areas and other matters including by post, email or other electronic means. If you do not wish to be contacted for these purposes please let us know by contacting the Privacy Officer at our office. You can request to be removed at any time.

6. Storage and Protection of Information

- a. Personal and sensitive information is stored in a combination of paper based filing systems, computer storage facilities, and other records. Steps are taken

to protect your information from misuse, interference, loss, unauthorised access, modification or disclosure.

- b. Reasonable steps will be taken to destroy or de-identify personal and sensitive information no longer required.

7. Electronic Communication

- a. It is well known that the Internet is not a secure method of transmitting information. Other than where secure socket layer technology (SSL) is used to ensure information is securely transmitted and processed, we cannot and do not accept responsibility for the security of information you send or receive from us over the Internet. Sending data over the internet is at your own risk. We will not be held accountable for any unauthorised access or use of information sent over the Internet.
- b. Reasonable precautions are taken to secure personal and sensitive information, irrespective of whether it is stored electronically or in a hard copy form.

8. Accessing Your Personal or Sensitive Information

- a. You can gain access to the information we hold about you by contacting the Secretary of the Association.
- b. In accordance with the APP's, requests for access to information will be dealt with as quickly as reasonably possible. Requests for a large amount of information or information which is archived may take longer to process.
- c. We reserve the right to charge a reasonable fee for giving you access to your personal information. You will be advised of the fee and an agreement will be sought from you before providing the information or charging any fee.
- d. We retain the right to refuse to give you access to your personal information where we are entitled to do so under the APPs of the Privacy Act. If we do this, we will let you know why we have denied you access.

9. Accuracy of Information Collected

- a. You agree to provide true and correct details and will notify us of any errors that may become apparent. Corrections to any information we hold about you should be directed to the Secretary.
- b. We will take reasonable steps to ensure that the personal and sensitive information we collect, use or disclose is accurate, up to date, complete and relevant to the purpose for which it is held.

10. Website & Emails

- a. As a website operator, we or our internet service provider need to obtain and retain information about visitors to our website. Your use of website will determine the amount and type of information we collect about you. Some of this information will not be personal and sensitive information (within the meaning of the APPs) because you will not be reasonably identifiable from that information.
- b. Information such as the time, date and specific page access is logged by our ISP and/or webhost. Such information is used for statistical and maintenance purposes. It enables us to continually evaluate our website performance.
- c. We collect personal and sensitive information about you that you give us when you use our website, eg in filling in an online form or information you give us when you send us an email. We will record your email address and contact details if you send us an email.

11. Making a Complaint

- a. If you wish to make a complaint, or you have any question about this policy, you should direct your enquiry to the Secretary who will respond to your complaint or enquiry as soon as reasonably possible.
- b. We will try to resolve your complaint or enquiry within a reasonable time frame. If you are not satisfied with the response, you can contact the office of the Privacy Commissioner who may investigate your complaint or enquiry further.