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## **PRIVACY POLICY**

The Medical Benevolent Association of NSW (the MBANSW, we, us) recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our Privacy Policy and it tells you how we collect and manage your personal information, as well as how you can obtain access to or seek correction of your personal information.

We are committed to the protection of personal information and have developed this Privacy Policy in line with the 'Australian Privacy Principles' in the *Privacy Act 1988* (Cth) (Act). We endeavour to comply with all of the Act's requirements in respect of the collection, storage, use, management and disclosure of your personal information.

You agree that by providing us with your personal information when you complete a form or use the Website, <http://www.mbansw.org.au>, you imply your consent to the collection and use of your personal information in accordance with this Privacy Policy. We may change this Privacy Policy from time to time. Your use of the Website or disclosure of information following any such change to the Privacy Policy will confirm your acceptance of the changes.

### **What is your personal information?**

When used in this Privacy Policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

### **What personal information do we collect and hold?**

MBANSW only collects personal information that is reasonably necessary for us to

- (1) Administer our services;
- (2) Determine what financial assistance is required for doctors in need and/or their families, and
- (3) For the purposes of requesting and receipting donations .

In general we may collect the following types of personal information from you:

- name;
- mailing or street address;
- email address;
- telephone number;
- facsimile number;

In addition, we may collect different types of personal information specific to different groups, including:

### **Information from Beneficiaries:**

- age or birth date;
- profession, occupation or job title;
- credit card information
- signatures

*To determine eligibility for financial assistance, we may also collect:*

- your personal and/or work circumstances
- Income and expenditure information

Information from Donors:

- credit card information
- signatures; and
- any additional information relating to you that you provide to us directly through our Websites, indirectly through use of our Websites or online presence, through our representatives or third party suppliers.

We may also collect information about how you use the Website, including information that does not personally identify you but tracks your use of the Website, to learn about your preferences, so that we can make our Website better.

**How do we collect your personal information?**

We collect your personal information directly from you unless it is unreasonable or impracticable to do so.

Beneficiary information:

All information regarding beneficiaries is collected directly from the beneficiary or from a representative with authorisation provided by the beneficiary. This information can be collected:

- during conversations between you and our representatives
- when you complete an income and expenditure form
- via email when you contact us

Donor Information:

Personal information regarding our donors may be collected in the following ways:

- through your access and use of our Website;
- from donation slips sent via post, fax and email;
- purchased from Mailing Houses, such as [could you please provide more details about this];
- when you enter your details in our online donation platform, 'Give Now'

**What happens if we can't collect your personal information?**

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide financial assistance to you as we may not be able to assess your eligibility;
- we may be unable to receive donations; and/ or

- we may be unable to keep you up to date on our organisations' activities .

**You hereby consent to the collection, holding, use and disclosure of your personal information for the following purposes:**

- donors; to receive and process donations;
- in the case of beneficiaries; to assess eligibility for financial assistance;
- to assess the performance of the Website and to improve the operation of the Website;
- for the administrative and marketing (including direct marketing) purposes of the MBANSW;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

***Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.***

**You hereby consent to the disclosure of your personal information to:**

- our employees and volunteer councillors (information gathered in determining eligibility for financial assistance is not disclosed as noted below it remains with the social worker and councillors);
- auditors for the purpose of donation verification;
- banks when processing donations and paying gifts; and / or
- any organisation for any authorised purpose with your express consent.

***All employees are required to sign confidentiality agreements upon commencement of employment with MBANSW, all information is kept strictly confidential unless there is a legal or statutory requirement for disclosure.***

**Direct marketing materials**

We may send you direct marketing communications and information about our organisation that we consider may be of interest to you. These communications may be sent in various forms, including mail, fax and email, in accordance with applicable marketing laws, such as the *Spam Act* (Cth) 2003. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

**How can you access and correct your personal information?**

We will use all reasonable endeavours to keep your personal information accurate, complete, up-to-date, relevant and not misleading. You may request access to any personal information we hold about you at any time by contacting us and we will provide a complete list of your personal information within a reasonable period of receipt of your request (see the details below). MBANSW may require identification to be provided before releasing copies of personal information. Where we hold

information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

There may be instances where we cannot grant you complete access to the personal information we hold. For example, 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 that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it. If applicable, any legal requirement on us to maintain certain records of your personal information shall prevail over any of your requests.

### **What is the process for complaining about a breach of privacy?**

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it in accordance with the Act.

### **Disclaimer**

We will only collect, use or disclose information that personally identifies you in accordance with this Privacy Policy, unless we are required to disclose it by law, or in our opinion we are required by disclose it to protect the rights or property of us or any third party or to avoid injury to any person.

### **Do we disclose your personal information to anyone outside Australia?**

We do not directly disclose your personal information to anyone outside of Australia. We utilise Dropbox for Business for documentation sharing which can include limited de-identified personal information. These servers are located in United States of America and therefore subject to American laws and regulations.

### **Applicable Law**

The Website is controlled from our offices in Australia. This Privacy Policy will be governed by and construed in accordance with the laws of Australia. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Australia. If any provision of this Privacy Policy is found to be invalid or unenforceable by a court of law, such invalidity or unenforceability will not affect the remainder of this Privacy Policy which will continue in full force and effect.

### **Security**

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed. For one-off donations, credit card information is not retained on file or electronically after the donation has been processed. For recurring donations via 'Give Now', credit card information will be retained by their organisation, we don't receive this information.

We cannot ensure or warrant that your personal information will always be secure during transmission or protected from unauthorised access during storage therefore you provide your personal information to us at your own risk. Please contact us immediately if you become aware or have reason

to believe there has been any unauthorised use of your personal information in connection with the Website.

We will not share your information with anyone unless legally required to do so. We will comply with Australian Laws.

### **Links**

Our Website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

Please refer to the following privacy policies of third party suppliers to our organisation:

Give Now Donation Processing:

[https://www.ourcommunity.com.au/general/general\\_article.jsp?articleId=2161](https://www.ourcommunity.com.au/general/general_article.jsp?articleId=2161)

Dropbox Business:

<https://www.dropbox.com/privacy>

### **Mandatory data breach notifications**

From February 2018, pursuant to the *Privacy Act 1988*, we will be required to notify you and the Information Commissioner if we suspect that a data breach (relating to your personal information) has occurred and there is a real risk of serious harm to you as a result of the breach.

### **Contacting us**

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our Website or contact us using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within 30 days after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

*Contact us:*

Post : PO Box 736, Willoughby NSW 2068

Email: [finance@mbansw.org.au](mailto:finance@mbansw.org.au)

### **Changes to our privacy policy**

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our Website.

Policy updated: October 2017

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