



Mater Foundation Privacy Policy

Our commitment to you

The Mater Foundation is committed to protecting your privacy and we have amended our privacy policy to reflect the changes to the *Privacy Act 1988 (Privacy Act)* that came into effect on 12 March 2014, which includes being bound by the Australian Privacy Principles (APPs) contained in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act)*.

Collectively this policy refers to the *Privacy Act*, APPs and the *Privacy Amendment Act* as "Privacy Provisions" and you can find out more about these Privacy Provisions by calling the Office of the Information Commissioner on 1300 363 992 or through their website at www.oaic.gov.au.

1 About This Policy

This policy sets out how the Mater Foundation will handle (collect, use, store and disclose) personal information in accordance with the Privacy Provisions. It describes how we will do this in the light of who we are and our mission to raise funds to support the work of Mater Health Services and their vision to provide the best in medical care, research and education.

Only authorised staff have access to your personal information, it remains confidential and is only used for appropriate purposes and in accordance with this policy.

Unless you give us consent to do otherwise, we will only collect and use your personal information as set out in this policy.

2 Policy Requirements

The following are the specific requirements of this policy.

2.1 Collection of Personal Information

2.1.1 Types of Personal Information collected

As a fundraising organisation, Mater Foundation collects a wide range of personal information including contact information (eg phone, email, mobile), demographic information (eg name, address, date of birth), information about family members and/or associates, information about personal and social circumstances, financial information, education information, employment information and a wide range of information necessary for the purposes of carrying out its functions.

2.1.2 How is Personal Information Collected

Mater Foundation collects personal information from a variety of sources including the individuals to whom the information relates, family members and associates, other fundraising organisations, community service organisations, schools, employers, and other individuals and/or entities who may have information relevant to Mater Foundation activities. As a general principle, where personal information is not collected directly from the individual concerned, Mater Foundation will take reasonable steps to ensure that the individual is informed about the collection unless the individual has previously expressly or impliedly consented to the collection. Personal information will only be collected in a manner that is lawful and fair.

Information collected by Mater Foundation may be in either an electronic or paper format.

2.1.3 The Purposes of Collection of Personal Information

Mater Foundation collects Personal Information for the purposes of carrying out its functions as a fundraising organisation, employer, and other associated functions. Mater Foundation also collects your information if the law requires us to collect it.

2.1.4 Collecting Sensitive Information

Sensitive information is reasonably identifiable information about a person's racial or ethnic origin, political opinion, membership of a political party, religious beliefs, philosophical beliefs, membership of a professional or trade association, sexual preference, criminal record, health and genetic information about an individual. Mater Foundation will not collect, use or disclose sensitive information about you unless this information is required and we have your explicit consent.

2.1.5 Collecting information from Third Parties

On occasions, Mater Foundation may also collect information about you from a third party. For example, Mater Foundation may collect personal information from:

- Organisations that Mater Foundation partners with to jointly fundraise;
- Agencies that Mater Foundation use to provide you with products or services and/or to promote a product/service; and
- List brokers if we acquire contact information to tell people about Mater Foundation products and services.

2.1.6 Collecting information from Websites / Mobile Applications (websites)

Mater Foundation may also collect information about how you use its websites to help us personalise our products and/or services to you. Mater Foundation may do this, for example, when you click on a link on our websites or visit a website which displays a Mater Foundation advertisement to you. The information we collect in this manner is usually general information derived from cookies. For example, this may include site visits but this information does not identify you as an individual. If Mater Foundation does identify you through cookie information, any use or disclosure of this information will be in accordance with the Mater Foundation Privacy Policy.

Mater Foundation websites may contain links to other external websites. The Mater Foundation is not responsible for the privacy practices or the content of external websites that it may link to and, whilst it is reasonable to expect that they may, the Mater Foundation has no direct knowledge if cookies or other tracking devices are used on linked web sites.

2.1.7 Collecting information required by law

Mater Foundation may collect information from you because we are required or authorised by an Australian law or court or tribunal order to collect that information. We will advise you if collection of this information is required or authorised by law and provide you with details of the law, court or tribunal order.

2.2 Use and Disclosure of Personal Information

2.2.1 General

Mater Foundation won't disclose your personal information to other organisations except for our core business purposes, and most importantly, don't rent or sell your personal information. Mater Foundation will only use and/ or disclose information for the purpose(s) for which it was collected

unless otherwise required or authorised by law. Mater Foundation may be required by the legal process (subpoena, search warrant, Notice of Discovery) to disclose personal information.

Personal information that we collect about may be used and disclosed for several purposes, including:

- to provide a product or service;
- to tell you about other products and services that may be of interest to you;
- to ensure the promotion or provision of a product or service with other organisations may be carried out;
- to share with organisations with whom we jointly fundraise;
- to manage the account you have with us and perform other administrative and operational tasks including customer satisfaction or market research;
- to investigate any alleged or actual fraud, misconduct or unlawful activity; and
- as required by relevant laws, codes of practice, regulations, and external payment organisations.

Additionally, in order to help reach more generous supporters like you, occasionally we may collaborate with other charitable organisations on mailings with information that we believe may be of interest to you. By collaborating like this we can reach more people with vital charitable information.

Mater Foundation will take all reasonable steps to ensure any external organisations we use are contractually bound to privacy and confidentiality obligations in relation to your personal information and that it is only used for the specific purpose for which we disclose it in accordance with this Privacy Policy.

2.2.2 Overseas Use or Disclosure

Generally, Mater Foundation will only transfer personal information overseas where the individual expressly consents to such transfer. However, given the significant amount of electronic information collected by Mater Foundation and that many software vendors and service providers are outside of Australian boundaries, personal information may be transferred outside of Australia in the course of managing that information. Before transferring any information outside of Australia, Mater Foundation will take reasonable steps to ensure that:

- Any service provider who will be handling the information will be contractually bound to comply with the *Australian Privacy Act*; and
- The country to which the information is to be transferred has a system of Privacy protection at least equal to the Australian system and incorporates a means of taking action for any breaches of Privacy.

Countries to which information is currently transferred for the purposes of management of personal information include:

- New Zealand
- United States of America
- United Kingdom
- Member nations of the European Union
- Singapore
- China

2.3 Access to and Correction of Personal Information

2.3.1 Access

As a general rule, all persons have a right to access their personal information held by Mater Foundation. There are some circumstances where Mater Foundation is permitted to deny access to personal information such as where the access would have an unreasonable impact on the privacy of others or where granting access is unlawful or denying access is required or authorised by law. Other grounds are set out in the Australian Privacy Principles. Mater Foundation is allowed to impose reasonable charges for providing access.

2.3.2 Correction of Personal Information

Mater Foundation will take reasonable steps to ensure that all personal information it holds is accurate, up-to-date, complete, relevant and not misleading. Individuals may apply to Mater Foundation to correct any personal information held by Mater Foundation and Mater Foundation will consider all such requests. If Mater Foundation does not amend the information as requested, we will provide written reasons for the refusal to amend the information.

All requests for Access or Correction are to be directed to Mater Foundation Privacy Office whose contact details are set out below.

3 Security

Mater Foundation will take all reasonable steps to keep secure any information which we hold about you (whether electronic or in hard copy), and to keep this information accurate and up to date. This includes complying with the Payment Card Industry Data Security Standard (PCI-DSS), which covers security of payment card information. Your information is stored on secure servers that are protected in controlled facilities and we require our employees, data processors and external parties to respect the confidentiality of any personal information held by us and that they abide by our confidentiality policy and procedures.

Mater Foundation websites use security encrypted response forms when personal and financial details are requested. These forms are subject to compliance requirements with PCI-DSS as well as the Privacy Provisions.

4 Privacy Office

Mater Foundation has an established Privacy Office which has primary responsibility for ensuring compliance with the Privacy Provisions and dealing with all issues arising in relation to Privacy. As a general rule all staff must contact the Privacy Office for advice if there are any concerns relating to Privacy. All requests for access or correction must be referred to the Privacy Office.

A donor or supporter may contact the Privacy Office for information in relation to personal information held by Mater Foundation about them.

5 Complaints

Mater Foundation has established processes for dealing with complaints relating to Privacy. All Privacy Complaints must be directed to the Privacy Coordinator. All complaints will be acknowledged and a response will be provided as soon as practicable. If you are not satisfied with the management of the complaint or the response, you may request that the complaint be reviewed by the Chief Executive Officer. You may at any time also lodge a complaint with the Office of the Australian Information Commissioner.

6 Contact Details

6.1 Mater Privacy Office

Privacy Coordinator,
Privacy Office,
Mater Foundation
580 Stanley Street
South Brisbane Qld 4101
Tel: 07 3163 8000 Fax: 07 3163 1844
email: FoundationPrivacy@mater.org.au

6.2 Office of the Australian Information Commissioner

Telephone: 1300 363 992. If calling from outside Australia call: + 61 2 9284 9749.

If you are deaf, or have a hearing or speech impairment, contact is through the National Relay Service:

- Teletypewriter (TTY) users phone 133 677 then ask for 1300 363 992
- Speak and Listen users phone 1300 555 727 then ask for 1300 363 992
- Internet relay users connect to the National Relay Service then ask for 1300 363 992

For information on the interaction between the *Privacy Act 1988* and the National Relay Service, please see [Privacy topics — Business and small business](#).

If you do not speak English, or English is your second language, and you need assistance to communicate, call the Translating and Interpreting Service on 131 450 then ask for 1300 363 992.

Note: These calls can be made for a local call cost from fixed residential landlines anywhere in Australia, but calls from mobile and pay phones may incur higher charges.

Email

enquiries@oaic.gov.au

Facsimile

+61 2 9284 9666

Post

Sydney Office
GPO Box 5218 Sydney NSW 2001

Canberra Office
GPO Box 2999 Canberra ACT 2601

Web

[Office of the Australian Information Commissioner - OAIC](#)