



PRIVACY COLLECTION STATEMENT – FOR EXTERNAL USE/PRIVACY ACT COMPLIANCE

Your privacy is important

This statement outlines the **Precious Wings** policy on how **Precious Wings** uses and manages personal information provided to or collected by it.

Precious Wings is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Precious Wings may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to **Precious Wings** operations and practices and to make sure it remains appropriate to the changing legal environment.

What kind of personal information does *Precious Wings* collect and how does *Precious Wings* collect it?

The type of information **Precious Wings** collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Donations or other financial transactions in order to Fundraise.
- Participation in events or activities conducted by Precious Wings in order to Fundraise.
- Services provided by Precious Wings in relation to the fulfilment of its mission.

Personal Information you provide:

Precious Wings will generally collect personal information held about an individual by way of phone calls, forms, meetings, email, website forms and/or mobile phone applications. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

Personal Information provided by other people:

In some circumstances **Precious Wings** may be provided with personal information about an individual from a third party, for example a health practitioner.

In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to **Precious Wings** treatment of an employee record, where the

treatment is directly related to a current or former employment relationship between **Precious Wings** and employee.

How will *Precious Wings* use the personal information you provide?

Precious Wings will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, **Precious Wings** will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

We may use video surveillance for security purposes and the footage will be used only by **Precious Wings** and by the providers of our security services for security purposes. Surveillance videos are not used by **Precious Wings** for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

Job applicants, staff members and contractors:

In relation to personal information of job applicants, staff members and contractors, **Precious Wings** primary purpose of collection is to assess and (if successful) to engage the job applicant, staff member or contractor, as the case may be.

The purposes for which **Precious Wings** uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- to evaluate applicants for suitability of advertised positions;
- to evaluate the suitability of appointing a contractor to perform a given task;
- to satisfy **Precious Wings** legal obligations.

Where **Precious Wings** receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Volunteers:

Precious Wings also obtains personal information about volunteers who assist **Precious Wings** in its functions or conduct associated activities, such as to enable **Precious Wings** and the volunteers to work together.

Marketing and fundraising:

Precious Wings treats marketing and seeking donations for the future growth and development of **Precious Wings** as important. Personal information held by **Precious Wings** may be disclosed to an organisation that assists in **Precious Wings** fundraising.

Who might *Precious Wings* disclose personal information to?

Precious Wings may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to *Precious Wings*;
- third party organisations which may assist with planning or conducting fundraising events and;
- anyone you authorise *Precious Wings* to disclose information to.

Sending information overseas:

Precious Wings will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

Precious Wings uses overseas providers of IT services including servers and cloud services. By interacting with *Precious Wings* using electronic methods (e.g. email, website and mobile phone applications including third party applications) individuals may expect that their personal information is transmitted and/or stored outside of Australia. *Precious Wings* will take reasonable steps to ensure IT services suppliers are privacy compliant

How does *Precious Wings* treat sensitive information?

In referring to 'sensitive information', *Precious Wings* means:

“information relating to a person’s racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual”.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

Precious Wings staff and volunteers are required to respect the confidentiality of personal information and the privacy of individuals.

Precious Wings has in place steps to protect the personal information *Precious Wings* holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and password-protected access to computerised records.

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you.

Updating personal information

Precious Wings endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by **Precious Wings** by contacting the Privacy Officer of **Precious Wings** at any time.

The Australian Privacy Principles and the Health Privacy Principles require **Precious Wings** not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

You have the right to check what personal information **Precious Wings** holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which **Precious Wings** holds about them and to advise **Precious Wings** of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information **Precious Wings** holds about you, please contact the Privacy Officer in writing.

Precious Wings may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, **Precious Wings** may charge a fee to retrieve and copy any material. If the information sought is extensive, **Precious Wings** will advise the likely cost in advance.

How long will **Precious Wings** keep my information?

Under our destruction and de-identification procedures, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

Enquiries and privacy complaints

If you would like further information about the way **Precious Wings** manages the personal information it holds, please contact the Privacy Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Privacy Officer who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: enquiries@oaic.gov.au
- tel: 1300 363 992
- fax: +61 2 9284 9666