Donor Privacy Policy & Procedure

Barnardos Australia

barnardos.org.au

Barnardos Australia

Donor Privacy Policy and Procedure

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Donor Privacy Policy and Procedure

Purpose

This privacy statement summarises how we collect, use, store and disclose personal information about Barnardos Donors and Supporters in our communications.

Scope

This policy applies to Barnardos Australia Donors and Supporters.

Principles

Barnardos is committed to accountability and transparency. Barnardos will continue to strive for the highest possible standards as we comply with the Privacy Act 1988 and the Australian Privacy Principles. Barnardos will continue to strive for the highest possible standards as we uphold your rights to privacy protection under the Privacy Act 1988.We will endeavour to handle your personal information in accordance with our Privacy Policy and the Australian Privacy Principles.

Our commitment to the security of confidentiality is resolute and we aim to apply best practice to ensure privacy is protected and respected. Privacy management is a continuous and evolving process and we regularly update our practices to accommodate changes in technology, the organisation's function and legislation.

Procedure

Barnardos Australia collection and use of personal information Barnardos Australia collects personal information that you provide to us for a nominated purpose. This information may include but not limited to name, address, telephone numbers, date of birth, email address and bank/credit card.

Where possible, Barnardos Australia will collect personal information directly from you. This may include a number of ways, such as through donation coupons, online, purchasing merchandise or taking part in an event or campaign.

We may also collect personal information from third parties, including fundraising service providers, list providers, other like-minded charities and data co-operatives. These arrangements help us connect with people who may be interested in supporting our work with children and families.

Where we collect your personal information from another organisation, we will take reasonable steps to make you aware of the collection and how your information will be handled, at or before collection or, where that is not practicable, as soon as practicable afterwards.

You can ask us where we obtained your information or request that we stop using it for fundraising communications by calling 1800 061 000 or emailing support@barnardos.org.au.

Related Information

External

Why does Barnardos Australia collect your personal information?

Barnardos Australia may collect your personal information for a number of purposes, including: -

- Marketing: to communicate with you about donations, products, services, campaigns and events
- Research: to conduct and/or fund research into Barnardos programs and services or research into supporter attitudes
- Volunteering and other support: to enable you to assist us with volunteering, community fundraising, advocacy and other activities where we seek the community's assistance
- Other issues: communicating with you in relation to our operations, activities and objectives, to verify your identity, to improve and evaluate our programs and services and to comply with relevant laws.

  Wherever practicable, Barnardos Australia will provide you with a collection notice which explains the primary purpose for which we are collecting your personal information.

What happens if you do not provide this information?

You are free to provide (or not provide) any information you choose. However, if you do not provide some or all of the personal information requested, we may not be able to offer you services or provide you with information about our causes, events, programs and projects.

Who does Barnardos Australia disclose your personal information to?

Your support helps us care for children and families, and we value the trust you place in us when you share your personal information.

To help us carry out our work, we use specialist service providers such as mailing houses, printers, information technology providers, database contractors, data matching and cleansing providers, and telemarketing agencies.

From time to time, we may also share supporter information with other like-minded charities, either directly through mailing-list exchanges or through specialist providers that manage data co-operatives. These arrangements help us reach new supporters and raise funds for children and families. They also allow other participating charities to contact you with information about their work and fundraising activities that may be of interest to you.

We only share personal information where permitted by privacy law and in accordance with your recorded preferences.

The choice is yours. If you would prefer us not to share your information for fundraising by other charities, you can let us know at any time by calling 1800 061 000 or emailing support@barnardos.org.au. There is no charge, and you can continue to receive updates and fundraising communications from Barnardos Australia.

Opting out or modifying your information

Barnardos does not retain information about you that we do not need to properly conduct our services. We try to ensure that all information that we do retain about you is accurate, complete and up-to-date.

We want you to hear from us in ways that work for you. You can contact us at any time to update your personal information, change the frequency or type of fundraising communications you receive, or opt out of receiving fundraising communications from Barnardos Australia.

You can also choose not to have your personal information used or shared for fundraising by other like-minded charities, including through mailing-list exchanges and data co-operatives. You can make this choice while continuing to receive updates and fundraising communications from Barnardos Australia.

These requests are free of charge, and we will action them within a reasonable period.

To update your details or preferences, please contact Barnardos Australia Donor & Supporter Services, GPO Box 9996, Sydney NSW 2001, call 1800 061 000 or email support@barnardos.org.au.

Where is your personal information stored?

Your personal information will be stored on a password protected electronic database. Backups of electronic information are written to tapes which are stored with a third party provider of secure archiving services.

Hard copy information is generally stored in our offices, which are secured to prevent entry by unauthorised people. It may be stored for a time with a third party for specific purposes, for example at a mailing house. Any personal information not actively being used is archived, usually for 7 years, with a third party provider of secure archiving services.

Where personal information is stored with a third party, we have arrangements which require those third parties to maintain the security of the information. We take reasonable steps to protect the privacy and security of that information, but we are not liable for any unauthorised access or use of that information.

Your personal information will stay on the database indefinitely until you advise you would like it removed, unless we de-identify it or destroy it earlier in accordance with privacy law requirements.

We comply with the Payment Card Industry standards when handling payment card transactions.

Credit card security online

Barnardos Australia uses Secure Socket Layer (SSL) certificates which is the industry standard for secure commerce transactions. It encrypts all of your personal information, including credit card number, name and address so that it cannot be viewed by a third party as the information travels over the Internet.

Visiting our website

When individuals access Barnardos Australia's main website and any other websites under the control of Barnardos Australia, the organisation may use software embedded in our website (such as Javascript) and may place small data files (or cookies) on the individual's computer or other device.

The purpose of these cookies is to collect information about which pages they view and how they reach them, what they do when they visit a page, the length of time they remain on the page, and how Barnardos Australia performs in providing content to them. This also helps Barnardos Australia to serve the individual more efficiently if they revisit the site.

We do not presently associate such information with an identifiable person, and as such, the information so collected is not personal information.

Access

Whilst we keep all personal information secure from others, individuals are entitled to access any personal information held by Barnardos Australia about them, except in some exceptional circumstances provided by law. Where an individual requests access to their personal information, Barnardos Australia should provide it. However, Barnardos Australia may limit or deny access to personal information where providing such access is unreasonably burdensome or expensive under the circumstances, or as otherwise permitted by the Australian Privacy Principle's.

If there is an operational reason why the employee does not wish to provide the information, the employee should seek advice from the Privacy Officer on (02) 9218 2450 or email privacy@barnardos.org.au

Availability of Policy

This policy is available upon request. It will be reviewed from time to time and any amendments will be included in the updated policy. If you are a carer, client or volunteer please click here for our privacy policy with regards to your specific contact with us. Information provided by carers, clients and volunteers is not covered in the information above and is specifically discussed in the Carer policy.

Concerns/Disputes

Respecting your privacy is very important to us and we make every effort to ensure this occurs. However, if you believe we have breached your privacy rights in any way, or you would like to discuss any issues you may have with our privacy policy we urge you to contact our Privacy Officer, Penny Hood, on (02) 9218 2450 or email privacy@barnardos.org.au

We will try to satisfy any questions that you have and correct any errors on our part.

If we do not answer your concerns to your satisfaction you have the right to make a complaint to the Privacy Commissioner.

The Privacy Commissioner's contact details are:
Telephone 1300 363 992 (for the cost of a local call anywhere in Australia)
TTY 1800 620 241 (this number is dedicated for the hearing impaired only)
Post GPO Box 5218 Sydney NSW 1042
Facsimile +61 2 9284 9666
E-mail: privacy@privacy.gov.au

Legislation

This policy has been written with reference to and operates in conjunction with the following legislation and external standards:

Legislation Privacy and Personal Information Protection Act 1998 (NSW)

Information and Privacy Act 2014 (ACT)

Version control and change history

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Contact for Queries:	Megan O'Neill		

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