



Motor Neurone Disease Australia Inc.

POLICY NUMBER: 8

Privacy

Introduction

The Board of MND Australia is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

Purpose

The purpose of this document is to provide a framework for MND Australia in dealing with privacy considerations.

Authorisation

The President, MND Australia

Policy

MND Australia collects and administers a range of personal information for the purposes of processing donations, the operations of the organisation and web sites enquiries. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

MND Australia recognises the essential right of individuals to have their information administered in ways in which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

MND Australia is bound by State Privacy Laws, the Information Privacy Act 2000, as well as other laws, which impose specific obligations when it comes to handling information. The organisation has adopted the respective Privacy Principles contained in these laws as minimum standards in relation to handling personal information.

In broad terms this means that we:

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

MND Australia will adhere to the Procedures outlined below.

Collection

MND Australia will:

- Only collect information that is necessary for the performance and primary function of MND Australia.
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.

Use and Disclosure

MND Australia will:



- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses we will obtain consent from the affected person.

Data Quality

MND Australia will:

- Take reasonable steps to ensure the information we collect is accurate, complete, up-to-date, and relevant to the functions we perform.

Data Security and Retention

MND Australia will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.

Openness

MND Australia will:

- Ensure stakeholders are aware of MND Australia's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

Access and Correction

MND Australia will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up-to-date.

Anonymity

MND Australia will:

- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.

Responsibility

- The MND Australia Board is responsible for adopting this policy.
- The MND Australia Board, National Executive Director and all staff members, contractors and volunteers are responsible for the implementation of this policy.
- The National Executive Director is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

Endorsed by MND Australia June 2010

Signed

A handwritten signature in black ink, appearing to read 'Ralph Warren', written over a light grey horizontal line.

Ralph Warren (President)

Review date

Acknowledgements:

MND Victoria Privacy Policy – taken from *Our Community*



Website Privacy Statement

MND Australia is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to MND Australia Web sites and governs data collection and usage. By using the MND Australia websites, you consent to the data practices described in this statement.

Collection of your Personal Information

MND Australia collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. MND Australia also collects anonymous demographic information, which is not unique to you, such as your post code, age, gender, preferences, interests and favorites.

There is also information about your computer hardware and software that is automatically collected by MND Australia. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by MND Australia for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the MND Australia Web site.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through MND Australia public message boards, this information may be collected and used by others.

Note: MND Australia does not read any of your private online communications.

MND Australia encourages you to review the privacy statements of Web sites you choose to link to from MND Australia so that you can understand how those Web sites collect, use and share your information. MND Australia is not responsible for the privacy statements or other content on Web sites outside of the MND Australia and MND Australia family of Web sites.

Use of your Personal Information

MND Australia collects and uses your personal information to operate the MND Australia Web site and deliver the services you have requested. MND Australia also uses your personally identifiable information to inform you of other products or services available from MND Australia and its affiliates. MND Australia may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

MND Australia does not sell, rent or lease its customer lists to third parties. MND Australia may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, MND Australia may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to MND Australia, and they are required to maintain the confidentiality of your information.

MND Australia does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

MND Australia keeps track of the Web sites and pages our customers visit within MND Australia, in order to determine what MND Australia services are the most popular. This data is used to deliver customized content and advertising within MND Australia to customers whose behavior indicates that they are interested in a particular subject area.

MND Australia Web sites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on MND Australia or the site; (b) protect and defend the rights or property of MND Australia; and, (c) act under exigent circumstances to protect the personal safety of users of MND Australia, or the public.



Use of Cookies

The MND Australia Web sites use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize MND Australia pages, or register with MND Australia site or services, a cookie helps MND Australia to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same MND Australia Web site, the information you previously provided can be retrieved, so you can easily use the MND Australia features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the MND Australia services or Web sites you visit.

Security of your Personal Information

MND Australia secures your personal information from unauthorized access, use or disclosure. MND Australia secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Changes to this Statement

MND Australia will occasionally update this Statement of Privacy to reflect company and customer feedback. MND Australia encourages you to periodically review this Statement to be informed of how MND Australia is protecting your information.

Contact Information

MND Australia welcomes your comments regarding this Statement of Privacy. If you believe that MND Australia has not adhered to this Statement, please contact MND Australia at info@mndaust.asn.au . We will use commercially reasonable efforts to promptly determine and remedy the problem.

Endorsed by MND Australia 21 June 2010

Signed

A handwritten signature in black ink, appearing to read 'Ralph Warren', written over a light blue horizontal line.

Ralph Warren (President)

Review date

Acknowledgements:

Palliative Care Australia Website Privacy Statement