



# Privacy Policy

Policy Owner	National Human Resource Manager
Effective Date	30 April 2020
Last Revised	31 May 2020
Replaces	N/A
Approved by	Markus Bucy, Chief Operating Officer

## Purpose

Privacy is extremely important to Disaster Relief Australia (DRA) and we are committed to always handling personal information and data in a safe and secure manner and ensuring the privacy of this information. Consistent with our obligation to maintain and manage personal information openly and transparently, this policy aims to ensure compliance and adherence with relevant legal obligations, provide guidelines for the handling of information provided to DRA, as well as providing information on privacy for DRA's supporters.

## Scope

This policy guides DRA's handling of data impacted by the Australian Privacy Principles and relevant legislation.

## Policy

### What type of personal information do we collect?

We collect personal information from donors, potential donors, event participants, community supporters, volunteers and people that sign up to receive DRA communications. The type of personal information that DRA collects and holds will depend on the nature of involvement with our organization.

Depending on the reason for collecting personal information, the personal information collected by DRA may include personal or sensitive information, as defined in Section 5 Definitions/Terminology Classification.

Whilst an individual is not required to provide personal and/or sensitive information requested by DRA, if it is chosen to not provide the information as requested, it may not be practicable for DRA to service the individual's needs. For instance, an individual may choose to donate, receive general information or communications anonymously or under a pseudonym: however, DRA is required to collect and store a minimum level of information in order to issue a tax-deductible receipt/statement.

In circumstances where DRA receives unsolicited personal information (meaning, personal information that has been received where DRA has taken no active steps to collect the



information), DRA will usually destroy or de-identify the information as soon as practicable if it is lawful and reasonable to do so unless the unsolicited personal information is reasonably necessary for, or directly related to, DRA's functions or activities.

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

DRA staff, volunteers or contractors may collect personal information from individuals from time to time.

We will wherever practicable collect personal information directly from the owner of the personal information, including via phone, face to face, our website, email, SMS, electronic and hard copy forms, social media and third-party online portals.

On occasion, DRA may collect personal information from a third party such as sector relevant coalitions. In accordance with DRA's Fundraising policy, DRA does not purchase marketing/information lists.

DRA will generally obtain consent from the owner of personal information to collect their personal information. Consent may be provided in writing, orally or may be implied through a person's engagement with DRA.

We will endeavor to only ask for personal information if it is reasonably necessary for the activities that an individual is seeking to be involved in.

### **How does DRA use personal information?**

DRA may collect, hold, use or disclose personal information for the following general purposes:

- to identify an individual
- for the purpose for which the personal information was originally collected
- for a purpose for which an individual has consented
- for any other purpose where the information is used in aggregated form
- for any other purpose authorized or required by an Australian law
- for any other purpose authorized or required by a court or tribunal

For the purpose of furthering DRA's mission, information collected is usually used for DRA's fundraising, charitable, aid, relief and development, advocacy, education, and related activities. This includes (but is not limited to) processing donations, issuing receipts and other DRA material, contact management for DRA staff and representatives, and analysis to personalize and improve DRA's supporter engagement.

DRA may publish the images of supporters, staff, contractors, and volunteers in publications, on social media, or in public advertisements, after obtaining informed consent where practicable.

If an individual has any concerns about their personal information being used by DRA in any of these ways they must notify DRA at [feedback@disasterreliefaus.org](mailto:feedback@disasterreliefaus.org).



## Disclosure

DRA will not pass information on to third parties except in the following circumstances:

- information is given to financial institutions/intermediaries for normal bank processing in which case there is a contractual expectation of confidentiality
- information is given to communication service providers for bulk processing in which case there is a contractual expectation of confidentiality
- the Australian Taxation Office or other government authority or Australian law or court requires or authorizes the disclosure of information
- an individual has consented to DRA disclosing their personal information to a third party
- other parties including agents and contractors have agreed to keep information secure and confidential in line with the Australian Privacy Principles (APPs)

When disclosing personal information to a third party, DRA will take reasonable steps to ensure that the third party does not breach the APPs in relation to the information.

DRA may disclose an individual's personal information to a recipient overseas in accordance with the APPs where:

- the individual has consented to the disclosure; or
- DRA reasonably believes that the overseas recipient is subject to a law or binding scheme that protects the information in a way that is substantially similar to the way the
- information is protected under the Privacy Act and the APPs; or
- The disclosure is required or authorized by an Australian law or a court order

## Direct Marketing

From time to time DRA may send supporters updates and information consistent with its mission and future development. Supporters are provided with the option to unsubscribe from communication and may contact DRA if they do not wish to receive such information.

## How does DRA store personal information?

DRA ensures all reasonable steps are taken to protect the personal information it holds from misuse and loss and from unauthorized access, modification or disclosure. Supporter personally identifiable information is kept secure - through securely storing paper records, firewalls, password-restricted access to computerised records, routine security risk assessments, and internal policies in relation to access to personal information. Only authorized DRA Members have access to this information.

## Keeping Details accurate and up-to-date

DRA is committed to holding accurate and up-to-date personal information. Individuals are encouraged to contact DRA at any time to update their personal information. This can be done by contacting the Membership team at DRA.



DRA will destroy or de-identify any personal information which is no longer required by the organization for any purpose for which the organization may use or disclose it unless DRA is required by law or under an Australian law or court order to retain it.

## How individuals can access their personal information

If an individual wants to access a copy of their personal information that DRA holds, in order to seek correction of such information they may do so by contacting DRA. In accordance with the Privacy Act, DRA may refuse access to personal information in a number of circumstances including where giving access to the information would pose a serious threat to the life, health or safety of a person, the information relates to existing or anticipated legal proceedings and would not be available under the discovery process, or denying access is required or authorized by an Australian law or court order.

DRA will handle all requests for access to personal information as quickly as possible.

## How to contact DRA

If an individual has any questions, comments or complaints about DRA's Privacy Policy or handling of information please contact DRA on +61 (02) 8815 8113 between 9am and 5pm (AEST or AEDST) Monday to Friday. Alternatively, they can send an email to [info@disasterreliefaus.org](mailto:info@disasterreliefaus.org) or write to Disaster Relief Australia, 1/299 Elizabeth Street, Sydney NSW 2000, Australia

DRA takes all feedback seriously and any feedback on DRA's privacy principles or handling of personal information will be investigated and assessed by the National Human Resources Coordinator. The feedback provided will be delivered within a reasonable time from the initial receipt.

Further information about individual privacy rights and privacy law can be obtained from the

Office of the Australian Information Commissioner by:

- Calling: Privacy Hotline on 1300 363 992
- Visiting: website at <http://www.oaic.gov.au>
- Writing: The Australian Information Commissioner, GPO Box 5218, Sydney NSW 1042, Australia

## Related References

- Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth).
- Privacy Act 1988 (Cth) and subsequent Amendments
- DRA Fundraising Policy



## Definitions/Terminology Classification

### **Personal information means:**

information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- A. whether the information or opinion is true or not
- B. whether the information or opinion is recorded in a material form or not

### **Sensitive information means:**

Sensitive information is a special category of personal information.

- A. information or an opinion about an individual's
  - a. racial or ethnic origin
  - b. political opinions
  - c. membership of a political association
  - d. religious beliefs or affiliations
  - e. philosophical beliefs
  - f. membership of a professional or trade association
  - g. membership of a trade union
  - h. sexual orientation or practices
  - i. criminal record, that is also personal information
- B. health information about an individual
- C. genetic information about an individual that is not otherwise health information
- D. biometric information that is to be used for the purpose of automated biometric verification or biometric templates