



The Royal Australian & New Zealand College of Ophthalmologists' Eye Foundation (The Eye Foundation)

THE EYE FOUNDATION – PRIVACY POLICY

The Eye Foundation may collect, store and use some of your Personal Information in order to help us raise funds for eye research in Australia. In doing so, we are committed to protecting your privacy and complying with the *Privacy Act 1988 (Cth)*. This Privacy Policy describes the way we will manage and protect any Personal Information that we collect or that is provided to us in the course of our activities. If you require more information about the way we manage your Personal Information, please contact us. You can find our contact details at the end of this Privacy Policy.

We may make changes to this Policy from time to time without notice. If we do change this Policy, we will post the updated Policy on The Eye Foundation website, www.eyefoundation.org.au.

Overview of the National Privacy Principles

We are bound by the National Privacy Principles (“NPPs”) in the *Privacy Act 1988 (Cth)* to the extent set out in that Act. The NPPs regulate the way in which organisations may collect, use or disclose an individual's Personal Information.

What Personal Information We Collect

The kind of personal information we collect to store will depend on:

- The type of Eye Foundation initiatives that you support or enquire about; and/or
- The information that you choose to provide us with.

The kinds of personal information we may collect from you include:

- Your name, address, telephone numbers and email addresses.
- Your bank account details and/or credit card number, name and expiry date.
- Your date of birth, gender and occupation.
- Your Eye Foundation supporter number.
- Your Eye Foundation web site username, password, and activities performed when you login to web sites related to The Eye Foundation.
- A history of your donations, correspondences and other interactions with The Eye Foundation.

We may also collect the following Personal Information that may be classed as sensitive:

- Whether or not you are a member of the Royal Australian and New Zealand College of Ophthalmologists; and/or
- Health Information relating to any eye health conditions that you or a family member may suffer from particularly relating to eye health.

When Do We Collect Your Personal Information?

We will usually only collect Personal Information directly from you. The ways in which we do this is via:

- Our website if you:
 - Make a donation via our website;
 - Send us an email; or
 - Provide us with any personal information when using this website.
- Any completed 'The Eye Foundation' forms or other correspondence that you provide to us.
- Any Personal Information that you may provide to us directly when you provide information by phone, in person, via our website, on coupons or response forms.

We may also collect Personal Information about you:

- From third parties who organise fundraising activities on our behalf.
- From a third party known to you who makes a donation and gives it to you or nominates you as the recipient of communication regarding that donation.
- From third parties such as our related companies or businesses and credit card providers where we seek authorisation for your payment.
- From our own records of how much you have donated or your level of interaction with our services.
- From publicly available sources of information.
- When we are legally required to do so.

What We Tell You When Collecting Your Personal Information

When we collect your personal information from you, we will generally inform you of the following:

- The reason(s) as to why we are collecting the information.
- If we are required by law to do so.
- Any consequences for you if the information is not provided.
- How to contact us.

Brochures and web pages that have a provision for making donations or collecting personal information will generally carry Privacy Statements relevant to the information gathered. These may include statements that:

- The personal information provided will not be sold to third parties.
- The collection of Date of Birth is required as a means to prove identity to access The Eye Foundation's records of personal details.
- The individual may "Opt Out" of receiving further communications generally or communications of specific nature.

Why We Collect and How We Use Your Personal Information

We collect, use and/or disclose your personal information only as necessary to:

- enable The Eye Foundation to raise funds for eye health:
 - research;
 - training;
 - education and community awareness; and
 - development programs in Australia and internationally.
- To provide you with information about:
 - eye health care;
 - the work of The Eye Foundation; and
 - fundraising initiatives or other events and other activities of interest.

Please let us know if you do not wish for your Personal Information to be used in this way. Our contact information can be found at the end of this Privacy Policy.

- If you make a donation:
 - in order to process your donation and provide you with a tax receipt (if applicable);
 - to provide you with information as to how your donation is being used;
 - to acknowledge your donation in one or more of our publications; and
 - to confirm your identity if you make enquiries about your donation.
- If you are requesting information - to provide you with the information you have requested;
- Or if you wish to volunteer your time - to manage your request and
- Or if you are a member or if you have made a bequest - to appropriately manage our relationship with you.
- To address any feedback or complaints you may have.
- To answer your queries.
- To conduct market research and receive feedback on our range of activities, events, products and services, which we believe may be of interest to you to help us promote, develop, and improve those things.
- If you want to make a donation online - to allow us to securely process the donation made.

Disclosure of Personal Information

To carry out these purposes, we may need to disclose your Personal Information to organisations that carry out functions on our behalf such as:

- Mailing Houses;
- Information Technology Services;
- Credit providers;
- Credit reporting and fraud checking organisations;
- An authorised legal representative nominated by you;
- Our accountants, auditors and lawyers; and
- Others who may assist us to allow processing of payments

We may also disclose your personal information to law enforcement, government or other entities, as required or permitted by law.

The Eye Foundation takes reasonable steps to ensure these external organisations 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 supply it.

How we store your Personal Information

The Eye Foundation stores personal information in electronic databases, back up material and in some cases, hardcopy files kept on site at our Registered Office to which authorised employees and volunteers have access in locked filing cabinets.

Security and quality of Personal Information held by us

The Eye Foundation will always take reasonable steps to ensure that any Personal Information we hold is protected from misuse and loss and from unauthorised access, modification, and disclosure. We will also take reasonable steps to ensure that any Personal Information we hold about you is accurate and up to date.

Generally, upon your request to correct or updated your details, we will amend the Personal Information we hold about you which is inaccurate, incomplete or out of date. If we disagree with your request, we will (upon your further request), take reasonable steps to associate with the appropriate record a statement that you claim the information is inaccurate, incomplete or out of date, whichever is relevant.

We appreciate any assistance you might give us to keep any Personal Information we hold accurate and up to date. Please contact our Privacy Officer if your Personal Information changes in any way. Our contact details are set out at the end of this Privacy Policy.

How you can access the Personal Information we hold about you

In most cases, you can gain access to your Personal Information, and we will handle all requests in accordance with the NPPs. In some cases, consistent with the NPPs, we may refuse to give you access to Personal Information we hold about you. If we refuse to give you access, we will provide you with reasons for our refusal.

To access information held about you, we may ask you to provide proof of your identity. It is The Eye Foundation's policy that the provision of Date of Birth details by each donor will provide proof of identity in this instance.

Complaints or concerns regarding your privacy

Please contact us if you have any complaints or concerns about your privacy rights in relation to the Personal Information collected, used or disclosed by us. Our contact details can be found below.

How can you contact us?

If you would like any more information about the way we manage personal information or would like to request access, correct your personal details or make a complaint, please contact our Privacy Officer. The contact details for our Privacy Officer are as follows:

Privacy Officer

Belinda Sullivan - Chief Executive Officer
The Eye Foundation
94-98 Chalmers Street
Surry Hills NSW 2010
Tel: +61 (2) 8394 5220