



**Muscular
Dystrophy WA**

12.0 PRIVACY POLICY

Policy number	12.0	Version	3-2015
Approved by Board on	26 May 2016	Scheduled Review Date	May 2017
Amendments April 2016	Wording alignment to strategic direction - removal or "allied conditions" reference		

This is the Privacy Policy of the Muscular Dystrophy Association of Western Australia (Incorporated) ABN 49 158 959 834 (hereinafter referred to as "Muscular Dystrophy WA", "we", "us" and "our").

This document explains how Muscular Dystrophy WA approaches privacy and the management of your personal information. Please contact the Privacy Officer (details below) if you require any further information regarding our Privacy Policy.

Established in 1967, Muscular Dystrophy WA activities are directed at improving the quality of life of those with muscular dystrophy and neuromuscular conditions, supporting those who care for someone with muscular dystrophy and funding research scholarships in muscular dystrophy and neuromuscular conditions.

1. THE AUSTRALIAN PRIVACY PRINCIPLES

The Australian Government introduced new legislation, effective 12 March 2014, which further protects the privacy of individuals. These principles replaced the National Privacy Principles that came into force on 21 December 2001. You can find out more about these principles by calling the Office of the Australian Information Commissioner on 1300 36 39 92 or through their website at <http://www.oaic.gov.au/>

Muscular Dystrophy WA respects and upholds your right to privacy protection under the National Privacy Principles in regulating how we collect, use, disclose and hold your personal information.

2. WHY WE COLLECT YOUR PERSONAL INFORMATION

Your personal and sensitive information, which may from time to time include health information, is only collected as is necessary for a function or activity, to enable Muscular Dystrophy WA to carry out its work and deliver services to the community.

Muscular Dystrophy WA is very grateful to the many individuals who provide financial support to allow us to continue our important work. When you give us personal information such as your name and address, we record it on our database and may use it to contact you in the future.

We may use your personal information to send you information on muscular dystrophy or to let you know about our programs, research funding, special events and fundraising programs. Each time we



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send you a direct marketing communication we will provide you with a simple way to 'opt out' of receiving similar communications in the future. You can also let us know that you do not wish to receive any further communications by contacting the Privacy Officer as detailed below.

Muscular Dystrophy WA will not collect sensitive information about health, racial or ethnic origin, political opinions or membership, religious or philosophical beliefs, trade association or union membership, sexual preferences or criminal record unless you have consented to give this information and it is relevant to the work of Muscular Dystrophy WA. We will always collect such information in a non-intrusive, lawful and fair manner. We will offer you the option of not identifying yourself or of using a pseudonym where it is practical to do so.

3. OPTING OUT OR MODIFYING YOUR INFORMATION

If you want to change any information that you have previously given us, or if you want to opt out of future communications please contact the Privacy Officer as detailed below.

4. HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal information when you provide it to the Muscular Dystrophy WA in a number of ways including but not limited to:

- through a call to our Support Service Team
- by participating in one of the Muscular Dystrophy WA's community fundraising events
- when you respond to our fundraising campaigns electronically or in hard copy

We may also collect your personal information in other ways, for example through the purchase of commercial lists, and from publicly available sources such as the telephone directory.

You may be photographed when you attend Muscular Dystrophy WA events, however, wherever practical, we would seek to obtain your consent prior to using the image obtained.

5. HOW WE KEEP YOUR PERSONAL INFORMATION SECURE

If you provide us with information via a form on our website, it is stored securely in our databases and only accessed by staff authorised by Muscular Dystrophy WA. Muscular Dystrophy WA will use all reasonable endeavours to ensure that your personal information is maintained in a secure environment and when the information is no longer needed it will be destroyed or permanently rendered anonymous.

6. DISCLOSING YOUR PERSONAL INFORMATION

Muscular Dystrophy WA will not provide your personal information to any other individuals or organisations without your prior consent except where required by law to do so or where that information is provided on a confidential basis to contractors who provide services to Muscular Dystrophy WA. In these cases, we ensure that our contractors are also bound by the Australian Privacy Principles to keep your personal information confidential.



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Muscular Dystrophy WA is grateful to people who are willing to share their personal stories of muscular dystrophy with others through media stories and in our newsletters. We will only use your personal information for publicity purposes or as stories in newsletters with your express written permission.

7. VISITING OUR WEBSITE

The Muscular Dystrophy WA website may use cookies to track site visits, navigation within Muscular Dystrophy WA sites, and items added while using the donation facilities. If you are concerned about the use of these cookies, your browser can be configured to notify you when you receive a cookie, and provide you with the opportunity to accept or reject it. You may refuse all cookies from Muscular Dystrophy WA websites however some functions may be unavailable. Our online credit card processing company may also use cookies for identification and anti-fraud purposes.

Where you provide your email address to us we will only use it for the purpose provided unless you have consented to us using it for additional purposes, and we will not pass it on to any other person or organisation unless we have disclosed this to you. We may also disclose your information where required by law to do so.

The Muscular Dystrophy WA website may contain links to other sites of interest. Muscular Dystrophy WA does not control, and is not responsible for, the content or privacy practices of those websites. Please check the Privacy Policies on other websites before you provide your personal information to them.

8. OUR WEBSITE SECURITY

Forwarding credit card numbers or other sensitive information via email or facsimile is not safe. We suggest that you do not send information to us in either format.

Certain sections of the Muscular Dystrophy WA's websites are secured using SSL technology to encrypt data between your browser and the website. If you are entering any payment or credit card information on the internet, you should confirm that the page is secured (padlock symbol in your browser) before entering any information. We make every effort possible to make your donations and transactions within our site as secure and safe as possible for you.

By using this website, you acknowledge and agree that the internet is inherently insecure and that you use the internet at your own risk. You acknowledge that you do not hold Muscular Dystrophy WA liable for any security breaches, viruses, Trojans or other malicious software that may infect your computer or any loss of data, revenue or otherwise that may occur as a result of using this website.

9. THE SPAM ACT 2003

The Spam Act prohibits the sending of unsolicited emails, SMS and MMS messages for commercial purposes from or within Australia or to people in Australia, and bans the supply and use of software designed to harvest email addresses. While charities do have some exemptions from this Act, Muscular Dystrophy WA will be guided by the best practice guidelines developed on responsible



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electronic messaging practices by the Association for Data-driven Marketing & Advertising in conjunction with industry and consumer representatives and administered by the Australian Communications and Media Authority.

10. CHANGES TO OUR PRIVACY POLICY

Muscular Dystrophy WA may, without notice, amend or modify its Privacy Policy by posting the amended Privacy Policy to the Muscular Dystrophy WA's website.

11. HOW TO ACCESS, CORRECT OR UPDATE YOUR PERSONAL INFORMATION

If you have any complaints, questions or concerns about what information Muscular Dystrophy WA holds, or about the accuracy of that information, please contact the Privacy Officer, as detailed below.

If you would like to access the information that we hold about you, or to complain about a possible breach of the Australian Privacy Principles, you can write to the Privacy Officer at the address provided below. We will respond to your complaint, or endeavour to give you access to the information requested within two weeks. In order to maintain the confidentiality of your personal information, we will ask you to come into the Muscular Dystrophy WA office and to bring with you specific identification before we give you access. If it is not practical for you to visit our office, we will arrange to check your identification before we mail the information out to you.

If the information that we hold about you is incorrect or not up-to-date, we will update it as soon as possible after you have shown us how and why it is incorrect.

In the unlikely event that we are unable to provide you with access to your personal information for legal reasons as specified in the Privacy Act, we will provide you with reasons for denying access.

12. CONTACT DETAILS

The Privacy Officer can be contacted by:

- Phoning: 08 9380 3400
- Writing to:
The Privacy Officer
Muscular Dystrophy WA
PO Box 680
Nedlands WA 6909
- Emailing: privacy@mdwa.org.au