

# Privacy Policy



## 1. PERSONAL INFORMATION

1.1 The types of information we collect are typically, not exclusively,:

- Identity Information such as your name, date of birth, gender etc.;
- Contact Information eg address, phone number, email address etc.;
- Health and Medical Information, typically of a highly sensitive nature (refer to Section 10 – Sensitive Information);
- Financial Information about your financial affairs including bank account and credit card details, transactional values, asset and liability positions, your TFN, etc.;
- Statistical Information such as your online behaviour, your thoughts, views and ratings of certain services etc.;
- We acknowledge that some of the information we collect is of a highly sensitive nature, and will limit the collection of this type of information to that which is necessary to enable us to better perform our services (refer Section 10 specifically).

1.2 The sources of information are:

- Clients of our services;
- Staff, volunteers and Board members of BGF;
- Donors;
- Suppliers and contractors;
- Other health service providers;
- Research databases; and
- Research participants.

1.3 Information is collected in the following ways:

- Directly from you, either in person ie. face-to-face, via the telephone, via an email, online, via a questionnaire, or via a response device from direct marketing activity;
- Via third parties such as contractors, health care workers, social workers. Should we receive personal information about you from a third party and we suspect that your consent has not been provided, we will attempt to contact you to ensure you are aware of our having being given this information, and confirming your approval of our retaining it. Should this not be your desire, the information will be destroyed; and
- BGF will not gather your personal information in an unlawful manner, or in a way which is considered intrusive or harassing.

1.4 The main reasons for collecting your personal information are:

- To verify your identity upon commencement of an occasion of service;

- To provide BGF's primary functions and activities to you;
- To better understand your communication preferences so that we can provide you with appropriate information and services in the manner and mode you prefer;
- To process financial donations and provide receipts;
- To maintain an accurate history of your ongoing relationship with the organisation;
- To accurately target and communicate our services, support, donations, campaigns, research programs to you;
- To enable you to support us through volunteering, donations, in-kind;
- To evaluate our programs and services for continuous improvement;
- To enable us to measure the impact our programs are having, and report this information back to our donors and funders; and
- To comply with relevant legislation.

#### 1.5 Failure to provide Personal Information

- Should you choose not to, or if you are unable to, provide the personal information we request of you, you are at risk of not receiving appropriate services from BGF, or not receiving information about or being referred to services and programs of other health service providers that we believe may be of benefit to you; and
- BGF will NOT provide you with the opportunity of interacting with us anonymously due to the nature of our business ie incompatible with the notion of interacting anonymously.

#### 1.6 De-Identification of Personal Information

- Records maintained by us will be attached to your personal identity however where information is aggregated for evaluation or research purposes, this data will be de-identified; and
- Where we refer you to other health related service partners, we will ensure that we do not divulge to them any way you can be identified on our systems.

#### 9.7 Government Related Identifiers

- BGF will not adopt a government related identifier of an individual as its own identifier of the individual.

## 2. SENSITIVE INFORMATION

2.1 Under APP 3, sensitive information cannot usually be collected without the person's consent. Information about a person's health is considered one type of sensitive information.

2.2 APP 3 also permits organisations to collect health information without consent in certain circumstances, where the information is collected for:

- Research, or the compilation or analysis of statistics relevant to public health and public safety; and
- The management, funding or monitoring of a health service.

2.3 Typically but not exclusively, sensitive information can include information or an opinion about your HIV status, your political beliefs, your political and professional/trade associations, your sexual preferences, the existence or not

of a criminal record, your ethnicity and of course information about your health.

2.4 It should be noted that your participation in and association with services and functions conducted by BGF could imply in the minds of others the notion that you may be lesbian, gay, bisexual or transgender, and/or that you have contracted HIV.

2.5 BGF is fully cognisant of its requirements under the Public Health Act 1991 (NSW) which provides that a person who, in the course of providing a service, acquires information that another person (a) has been, or is required to be tested for HIV; and (b) is, or has been, tested for HIV, must take all reasonable steps to prevent disclosure of this information. Breach of this provision is a criminal offence punishable by a fine of up to \$5,500.

### 3. WEBSITE

3.1 When you access our website, we will attach cookies (small data files) to your computer to enable us to track your page viewing behaviour. This is done purely for analytical purposes. Cookies do not identify you personally however they do identify the computer that is being used to communicate with us. Most computers enable you to receive a notification when a cookie is being received together with the opportunity to either accept it or reject it.

### 4. DIRECT MARKETING

4.1 From time to time BGF could undertake direct marketing activities to you, based on personal information we have received from you. In all instances, you will receive an opportunity to opt-out of receiving such communication in the future. **Opt-out** notices will be clearly and conspicuously identified on all direct marketing materials. Should you choose not to opt-out, BGF will assume that you are providing us with consent to continue direct marketing to you into the future.

4.2 Additionally, BGF provides recipients of all emails with the opportunity to 'Unsubscribe'.

4.3 BGF does not sell, rent, or generally make available your personal information to any third parties for the purposes of marketing solicitations.

4.4 BGF does not use, nor never will, use sensitive information about an individual for direct marketing purposes both internally and externally through a third party.

### 5. DISCLOSURE TO THIRD PARTIES

5.1 From time to time, it may be necessary for BGF to disclose your personal information to others. This could be in order to perform our duties to you, or it may be in order for you to receive services from other service providers. Examples of such third party disclosure include:

- Other health support agencies;
- Other professional services eg legal services, accounting services etc.;
- Law enforcement agencies eg. the police;
- Service providers eg. printers; and
- Researchers.

These third parties will have access to personal information to the extent needed to perform their functions but may not use it for other purposes.

5.2 Whenever we plan to disclose your personal information we will ensure that you have provided us with the appropriate consent to do so. Where we do not have your consent, we will contact you to obtain this.

5.3 There may be circumstances when we are obliged to disclose personal information about you without your consent. Such circumstances include:

- When we are required to by law;
- When a minor is perceived to be at risk;
- When it's in the interests of public health or safety; and
- When it's in the interests of your personal health or safety.

5.4 Should you have a guardian appointed to care for your affairs, it may be necessary for us to disclose your personal information to this person.

## 6. CROSS-BORDER DISCLOSURE

6.1 Currently BGF avails itself of an outsourced online, financial accounting service that is administered beyond our borders (overseas). We are informed that the data we supply them is stored overseas.

6.2 We believe that this service provider ('the recipient') does not breach the APPs and is subject to a law or laws that have the effect of protecting the information in a way that is substantially similar to the APPs .

## 7. PERSONAL INFORMATION STORAGE

7.1 In keeping with APP 11, BGF takes all reasonable steps to protect personal information in its possession from misuse, interference and loss, and from unauthorised access, modification or disclosure.

7.2 Client's personal information is stored in both hard copy format and electronically. Storage is managed via our Records Management Policy and Procedures.

7.3 Hard copies of client's files are created, maintained and stored on site within BGF's main offices in Devonshire Street, Sydney NSW. Files are housed within a lockable compactus in an area where access is limited to staff and volunteers.

7.4 Archived files of lapsed and deceased clients are stored offsite for up to 7 years as required by law. Storage is undertaken by a third party provider who is compliant with the Australian Privacy Principles. We are however unable to guarantee any unauthorised or unlawful access to the information stored offsite, and as such are not liable for any such access.

7.5 Electronic data storage is via BGF's password-protected relational database. A daily (nightly) back-up of electronically written data is performed and sent offsite as part of BGF's Disaster Recovery Plan.

7.6 All decommissioned servers and hardware including PCs are sent offsite to a recycling centre for destruction/recycling. They contain no data when dispatched offsite.

7.7 Personal information remains attached to your electronic file record until such time as the record is deleted (at your request) or upon our purging the database after 7 years of ongoing inactivity.

- 7.8 Donor's personal information is stored both in hard copy format and electronically. Storage is managed via our Records Management Policy and Procedures
- 7.9 Hard copies of personal information encompass establishing a donor relationship with BGF. Such documents are stored on-site for up to 7 years being the statutory requirement.
- 7.10 Electronic storage of donor information occurs on Raiser's Edge, an electronic donor database that is operated in-house.
- 7.11 Electronic records written to Raiser's Edge daily are backed up each night and stored offsite as part of BGF's Disaster Recovery Plan.
- 7.12 Should you become aware of any misuse, interference or loss of personal information, or unauthorised access to your personal information, you should notify us at your earliest opportunity.

## 8. YOUR PERSONAL FINANCIAL INFORMATION

- 8.1 Any credit card or debit card numbers, expiry dates and CCVs we receive from you in the course of your making a donation to BGF are processed using SSL certificates via a third-party financial services provider. SSL (secure socket layer) technology is the current industry standard for processing online payments, and as such, precludes any unlawful third party from unauthorised access to this information
- 8.2 On our servers, this data remains encrypted, and thus inaccessible to all except authorised BGF staff.
- 8.3 Personal financial information received from clients is stored both in hard copy format within the client's file, and electronically attached to the client record within the client database.

## 9. ACCESSING YOUR PERSONAL INFORMATION

- 9.1. You have the right to access the personal information we retain about you. Should you wish to gain access to this information, we require that you apply in writing, following our guidelines (see Attachment), specifying what information you wish to receive, and why.
- 9.2. We are however not obliged to provide you access to this information in certain circumstances, as follows:
  - 9.2.1. Where your gaining access would pose a serious risk to the life, safety or health of any individual, to public health or to public safety;
  - 9.2.2. Where your gaining access would impinge on the safety and privacy of others;
  - 9.2.3. Where your gaining access is unlawful or prejudicial to ongoing legal proceedings, negotiations or enforcement activity;
  - 9.2.4. Where we are obliged via a pre-existing order to deny you access; and
  - 9.2.5. Where we consider such a request to be trivial, or vexatious.
  - 9.2.6. Where we choose not to allow you access to the information we hold about you, we are obliged, in accordance with the Act, to explain why.
  - 9.2.7. Should we become aware of any unauthorised access to your personal information, we will contact you at our earliest opportunity,

subsequent to our having investigated when and how the unauthorised access took place, and what information was accessed.

#### 10. UPDATING YOUR PERSONAL INFORMATION

- 10.1. You are at liberty to request that BGF update, modify or delete any personal information that we currently hold on you.
- 10.2. Before proceeding with your request we will ensure that your identity is verified.
- 10.3. Where we believe the information we hold is inaccurate or out-of-date, we have the right to correct it.
- 10.4. To request access to your personal information, or to request an update to your personal information you may contact us in a number of ways:
  - 10.4.1.1. By mail to BGF, PO Box 1444, Strawberry Hills, NSW 2012
  - 10.4.1.2. By email to [bgf@bgf.org.au](mailto:bgf@bgf.org.au)
  - 10.4.1.3. By telephone at 02 9283 8666
  - 10.4.1.4. By fax to 02 9283 8732
  - 10.4.1.5. Online at [www.bgf.org.au](http://www.bgf.org.au)
  - 10.4.1.6. Please refer to the attached guidelines when requesting access to your personal information.

#### 11. COMPLAINTS ABOUT BGF'S HANDLING OF YOUR PERSONAL INFORMATION AND BGF'S PRIVACYPOLICY

- 11.1. BGF operates a Privacy Complaint Handling process (mechanism) that guides the approach to take should you have any questions or complaints.
- 11.2. Please refer to the attached guidelines when lodging a complaint.

#### 12. BGF'S COMPLIANCE PROGRAM

- 12.1. A Compliance Program has been established to meet our obligations for the open and transparent management of personal information as required under APP 1 (refer to Annexure A)
- 12.2. The program has 3 main components, namely:
  - Training
  - Complaints Handling
  - Risk and Audit Committee

#### 13. ACCESSING BGF'S PRIVACY POLICY

- 13.1. A copy of our Privacy Policy is available to you upon request. Alternatively you can download a copy of our Privacy Policy from the BGF website ([www.bgf.org.au](http://www.bgf.org.au)).
- 13.2. From time to time, we will review this policy and make amendments. These amendments will be reflected in the latest version of our policy.

## **ATTACHMENTS**

1. The Australian Privacy Principles
2. Guidelines for Requesting Access to your Personal Information
3. Guidelines for Handling a Privacy Complaint

### **ATTACHMENT #1**

#### **The Australian Privacy Principles**

Effective 12 March 2014, the Australian Privacy Principles (APPs) will replace the National Privacy Principles and the Information Privacy Principles and will apply to organisations, and Australian Government (and Norfolk Island Government) agencies.

The privacy fact sheet below provides the text of the 13 APPs from Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

The link below will take you to a series of fact sheets on the 13 new Privacy Principles.

[http://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-fact-sheets/privacy-fact-sheet-17-australian-privacy-principles\\_2.pdf](http://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-fact-sheets/privacy-fact-sheet-17-australian-privacy-principles_2.pdf)

The Privacy Commissioner's website can be located at [www.privacy.gov.au](http://www.privacy.gov.au). There you can find detailed information on the privacy obligations of organisations. You will also find a copy of the Privacy Act.

## **ATTACHMENT #2**

### **Guidelines for Requesting Access to your Personal Information**

1. Your request **MUST** be made in writing to BGF.
2. Receipt of your request will be acknowledged within 3 working days of our receiving it.
3. The request must state clearly the nature of your business. This entails telling us what information you are requesting and for what purpose.
4. Where you are requesting to see what data we hold about you, an appointment will need to be made.
5. Where you are requesting information to be corrected, updated or deleted, you should state clearly what piece or pieces of information are affected, and what the proposed changes are.
6. BGF does not provide online access to update your data.

Address all requests in writing to:

Bobby Goldsmith Foundation

P O Box 1444

Strawberry Hills

NSW 2012

Or email [bgf@bgf.org.au](mailto:bgf@bgf.org.au)

For support or should you have any questions about accessing your personal information, call 02 9283 8666 during normal business hours, Monday to Friday.

## **ATTACHMENT #3**

### **Guidelines for Handling a Privacy Complaint**

1. Your complaint **MUST** be made in writing to BGF.
2. Receipt of your complaint will be acknowledged with 3 working days of our receiving it.
3. The complaint will be given to the Manager of the relevant business area to which the complaint pertains.
4. The Manager will assess your complaint and investigate the circumstances surrounding it.
5. Following discussions with the CEO, a written response will be sent to you within 10 working days of receipt of the original complaint.
6. If the response is considered unsatisfactory in any way, you may approach the Australian Information (Privacy) Commissioner to request independent arbitration or conciliation.

Address all complaints in writing to:

Bobby Goldsmith Foundation

P O Box 1444

Strawberry Hills

NSW 2012

Or email [bgf@bgf.org.au](mailto:bgf@bgf.org.au)

1. For support or should you have any questions about BGF's Privacy Complaint Handling Process, call 02 9283 8666 during normal business hours, Monday to Friday.

## **ANNEXURE A**

### **PRIVACY ACT COMPLIANCE PROGRAM**

Bobby Goldsmith Foundation (BGF) has established a Privacy Act Compliance Program (**Compliance Program**) in response to Australian Privacy Principle 1 – Open and Transparent Management of Personal Information. The program aims to comply with each of the following requirements:

#### **1. Training**

1.1. Privacy policy guidelines, which must be observed by all BGF staff and volunteers in relation to the collection, use, storage, security and disclosure of personal information, sensitive information and health records will form the basis of a training program, to be undertaken as follows:

1.1.1. For existing staff and volunteers: Within 2 months of the implementation of the new Australian privacy principles, and subsequently updated every 2 years;

1.1.2. For new staff and volunteers: As part of their induction training

1.1.3. For Board members: (TBC in consultation with David and Damien)

1.2. BGF will ensure that the training referred to in paragraph 1.1 above is administered by a suitably qualified trainer with expertise and experience in Privacy law and compliance.

#### **2. Complaints Handling**

2.1. BGF has:

2.1.1. developed procedures for recording, storing and responding to Privacy Act complaints;  
and

2.1.2. developed a complaint handling mechanism.

#### **3. Risk and Audit Committee**

3.1. BGF will place Privacy Act issues on the agenda of its bi-monthly Risk and Audit Committee meetings.

3.2. Any identified breaches of privacy, whether emanating through the complaint handling process or not, will be discussed and remedies sought for implementation.

3.3. Privacy matters will be reported on in the annual report of the Risk and Audit Chairman.

4. If requested by the Office of the Australian Information Commissioner, BGF will provide, at its own expense, copies of any other documents or information in respect of matters which are the subject of the Compliance Program.