

Fact Sheet

PRIVACY POLICY

Serving Australians with Seizures

General Principles

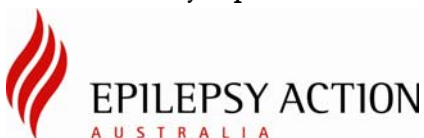
In line with our Guiding Principle of acting responsibly and with integrity we have been, are and will remain committed to respecting and protecting the privacy of all persons with whom we deal.

1. Maintaining the trust of persons we serve and persons who support us is crucial to our ongoing success as a health charity.
2. Protecting the privacy and respecting the confidentiality of personal information provided to us is fundamental to our work.
3. We have always worked to the essence of the National Privacy Principles, and willingly work to them in detail.
4. We require personal and sometimes sensitive information to do our work but only collect that information that is necessary for us to do our work efficiently and effectively.
5. We do not trade information to others and avoid disclosing information where we can. When we must disclose we only do so in ways permitted or required by law.
6. We want our information to be correct and welcome contact from persons wishing to check, correct or update their details.
7. As a charity we rely upon the contribution of supporters to fund our work but procure supporters only by methods allowed by law and generally accepted by the community.
8. To help our fundraising we occasionally arrange mailings to our supporters for other like-minded charities in return for them mailing their supporters for us.
9. We respect the wishes of persons who wish to limit or stop us contacting them.

Privacy Act

In essence, the Privacy Amendment (Private Sector) Act 2000 provides to individuals rights regarding their personal details and imposes obligations on organisations holding personal information.

1. The Act applies to us both because our annual income exceeds \$3 million and as a health organisation.
2. The Act extends to us the basic privacy obligations that have applied to the Commonwealth Government since 1988.
3. The Act covers 'personal information', namely any information or opinion that can identify a person.



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4. Special protection applies to ‘sensitive’ personal information, for us mainly health information but it can cover racial or ethnic details, political opinions or associations, religious beliefs or affiliations, philosophical beliefs, membership of professional or trade associations or trade unions, sexual preferences or practices and criminal records.
5. The Act sets National Privacy Principles for us to operate by in line with international standard procedures.

National Privacy Principles

A complete set of the National Privacy Principles is available. In summary, we are obliged to take reasonable or practicable steps:

1. **Anonymity:** we give people the option of interacting anonymously with us
2. **Necessity:** we collect only personal information that is necessary for our functions or activities
3. **Method:** we use fair and lawful ways to collect personal information
4. **Direct:** we collect personal information directly from an individual
5. **Consent:** we get consent to collect sensitive information unless exempted
6. **Awareness:** we make an individual aware of specified matters including why we are collecting and who else we might give it to
7. **Use:** we use or disclose personal information only for the primary purpose of collection, unless exempted, with extra constraints for sensitive information
8. **Accuracy:** we take steps to ensure that personal information is accurate, complete and up-to-date
9. **Security:** we protect personal information from misuse, loss and unauthorised access, modification or disclosure
10. **Destroy:** we destroy personal information if we no longer need it
11. **Communication:** we have this short readily available document covering the way we manage personal information
12. **Openness:** we let individuals who ask know the sort of information we hold, what purposes we hold it for and how we collect, use and disclose that information
13. **Access:** we give individuals who ask access to their personal information
14. **Restrict:** we restrict the use and disclosure of Commonwealth Government identifiers to circumstances allowed by law
15. **Internationally:** we transfer personal information overseas only if certain requirements are met.

Information held

1. **Donors and supporters:** name and contact details to allow us to identify and communicate, background information that may allow us to develop closer ties and history of dealings.
2. **Service users:** where necessary we hold name, contact details and minimum sensitive health information regarding service to allow us to assist and assess our service. Often no

sensitive data is recorded. Any sensitive service data is available only to service professional staff who need access to it for their work or to advise of service initiatives.

3. **Service providers:** name and contact information plus descriptive information necessary to identify the service. In some cases a history of contact is maintained.
4. **Staff:** information required by law or to implement the employment contract.
5. **Volunteers:** personal information needed to meet our legal obligations and to help us best utilise their skills.

Contact options

As a health charity we rely upon the generous support of the community to continue our services. We hope that service users may feel able to contribute to our work. Should you prefer that we not contact you regarding supporting our charity, or wish to limit our contact, please add your name and address to the back page, mark below and return this pamphlet but please consider that the fewer supporters we can appeal to, the harder it will be for us to assist.

Please contact me on _____

Privacy Policy: Call 1300 88 79 88 or visit www.epilepsy.org.au
Epilepsy Association ABN 61 000 533 791 CFN 11390

Your donation will continue to support the vital services of **EPILEPSY ACTION**

- Individual support programs
- Information and referral
- Seizure management planning
- Community and professional education
- Peer support programs

For information or to donate

- Call 1300 **EPILEPSY** (1300 37 45 37)
- Go to www.epilepsy.org.au