

## **Epilepsy Action Australia - Privacy Policy**

Epilepsy Action Australia (EAA) values and respects your rights to privacy. Any changes to our privacy policy will be published on our web site and made available immediately. Your continued use of this web site will mean you accept those changes.

### **Our commitment to your privacy**

EAA values and respects the right to privacy of all individuals.

We are bound by the Australian Privacy Principles (APPs) as set out under s 281 (1) of the Privacy Act 1988.

We are members of the Fundraising Institute of Australia and are bound by its Code of Practice. We will always provide you with the opportunity to receive no mailings or other communications from us.

If you would like to know more about the changes to the privacy laws and how they may affect you, we recommend visiting [www.oaic.gov.au](http://www.oaic.gov.au).

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

#### ***Supporters:***

Information such as name, address, telephone number, e-mail address, date of birth and bank details are normally provided by you provide in connection with specific activities including appeals, marketing campaigns, volunteering opportunities and surveys.

Unless required by a Federal or State Government Authority, EAA does not hold any supporter or client credit card information.

We may also collect personal information about individuals who are employed by our corporate donors and other corporate supporters. For these people we usually only collect business or work contact details.

#### ***Clients:***

The APPs contain exceptions where a permitted health situation exists in relation to the collection, use or disclosure of health information by an organisation. The permitted health situation applies to an organisation that collects health information about an individual, where the information is necessary to provide a health service to the individual. The information is collected in accordance with rules established by competent health or medical bodies that deal with obligations of professional confidentiality which bind the organisation.

#### ***Online courses, tools and resource users:***

Information such as name, address, telephone number, e-mail address and date of birth are normally provided by you in connection with online courses, tools and resources that reside on our website. The information is collected in accordance with rules established by competent

education bodies that deal with obligations of professional confidentiality which bind the organisation.

### **Non-personal information**

EAA collects web usage data like numbers and frequency of visitors, pages accessed and files downloaded. This helps us determine how much our visitors use parts of the web site, how many people visit on a regular basis and the usefulness of our pages. This information doesn't tell us anything about who you are or where you live - it simply allows us to monitor the effectiveness of our web site.

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

We need certain information in order to provide specific services or information to you. Personal details will be used for the purpose for which it is collected (e.g. processing a donation, providing education services, completing a merchandise order, locating a volunteer opportunity) and/or to provide you with up to date information about EAA. If there is any information you would rather not receive from us, you can call us on 1300 37 45 37.

### **Personal information and direct marketing**

Occasionally, we obtain personal information from external third parties that may help us to identify individuals likely to support our cause. We only use information collected by organisations that makes it clear at the point of collecting personal information, that the information collected may be passed on. When communicating with individuals whose personal information has been collected by a third party, we will always provide a statement that the individual may make a request not to receive direct marketing communication from us.

On request, we can reveal the name of the organisation from which we sourced the personal information.

### **Anonymity and pseudonymity**

Where it is lawful and practicable, we will allow individuals to deal with us on an anonymous or pseudonymous basis. For example, if we receive a telephone enquiry we do not require that the enquirer gives us their name, although depending on the nature of the enquiry, we may not be able to answer it unless they do. We can also accept gifts and other forms of support anonymously or pseudonymously. However, provisions contained in the Income Tax Assessment Act require us to collect the actual name of the donor if the donor requires a tax deductible receipt.

### **Who do we disclose personal information to?**

Other organisations to which we might typically disclose personal information include our consultants and other service providers (for example, our mailing houses). If we do this we require these parties to protect your information in accordance with privacy legislation.

### **Where is the information held?**

Personal information provided to us is stored securely on our databases at our National Office in Epping NSW.

We regard the security of your personal information as a priority and implement a number of physical and electronic measures to protect it.

Our databases are copied, for security purposes, to other secure servers situated in Australia. At no time are other organisations or individuals located in Australia or overseas provided with access to your personal information.

### **Cookies and other tracking technologies**

Some of our web pages utilise "cookies" and other tracking technologies. A "cookie" is a small text file that may be used, for example, to collect information about web site activity and an individual's preferences for a feature of a web site. We do not use cookies or other technologies to recall personal information previously provided by a visitor. Most browsers allow you to control cookies, including whether or not to accept them and how to remove them.

You may set most browsers to notify you if you receive a cookie, or you may choose to block cookies with your browser, but please note that if you choose to erase or block your cookies, you may need to re-enter some data to access certain features of our web site on each visit.

Tracking technologies may record information such as internet domain and host names; internet protocol (IP) addresses; browser software and operating system types; site usage patterns; and dates and times that our site is accessed. Our use of cookies and other tracking technologies allows us to improve our websites and your experience of them. We may also analyse information that does not contain Personal Information to identify trends and statistics.

We use "session cookies" whenever you visit our web site to run the site's interactive applications, such as the donation forms. Session cookies last only as long as your session on our web site - they expire when the session ends and are not written onto your computer's hard drive.

We use some tracking technologies to identify usage patterns of our HTML email newsletter such as open rates and which articles are most popular.

### **Internet security**

We recommend that you ensure that you're using a secure web site when submitting credit card or other sensitive information via your web browser. To make sure you're on a secure web server, check the beginning of the web address in your browser's address bar - it should be "https://" rather than just "http://". Browsers will also include a locked padlock icon prominently in the browser address bar or status bar.

All of EAA's secure pages are hosted on our secure server.

If you receive an email that looks suspicious, please do not click on any links in the email or provide any information. Please call us on 1300 37 45 37.

### **Your right to access your information**

At any time you can ask us for a copy of the personal information we have on file about you, or request a correction or deletion of information. We take steps to verify an individual's identity before we provide access to any personal information we hold. We may deny your request for access in some circumstances. If we do this we will tell you why.

### **How can I change my details or find out more about EAA's approach to privacy?**

If you are a supporter you can update your contact information at any time:

- \* **Call** – 1300 37 45 37
- \* **Email** – [epilepsy@epilepsy.org.au](mailto:epilepsy@epilepsy.org.au)
- \* **Post** –Epilepsy Action Australia, PO Box 879, EPPING NSW 1710

Remember to include your old contact details and supporter number (if known).

If you do not want to receive any further mailings or other communication from us, please call, email or write to us using the details above.

### **What to do if you have a complaint**

If you have a concern or complaint, please write to;  
The Privacy Officer,  
Epilepsy Action Australia  
PO Box 879  
EPPING  
NSW 1710

We will respond to your enquiry within 5 working days. In some instances, we may need to contact you to ascertain more detail about your enquiry.

If you have any questions about our Privacy Policy or require a fact sheet, please contact us.