



## Epilepsy Action Australia Privacy Policy

### Our commitment to your privacy

Epilepsy Action Australia (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 privacy laws and how they may affect you, we recommend visiting [www.oaic.gov.au](http://www.oaic.gov.au).

Any changes to our privacy policy will be published on our web site and made available immediately. Your continued use of our website and EAA services will mean you accept those changes.

### 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 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:***

Information such as name, address, telephone number, e-mail address, date of birth, diagnosis and medical details are provided by you in order for EAA to plan, provide and evaluate services you receive in relation to your epilepsy.

If personal details are collected from a third party such as a medical practitioner or carer EAA does so only with your consent. EAA has in place processes to ensure that any consent obtained is 'informed and valid' as defined in the Australian Privacy Principles guidelines.

#### ***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 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 individual or family support or educational 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 or email us at [epilepsy@epilepsy.org.au](mailto:epilepsy@epilepsy.org.au).

## **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. In the event of an emergency or crisis situation, emergency services may be contacted utilising the information available at the time.

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?**

EAA has systems in place to protect personal information from loss, alteration, improper use and inappropriate access and disclosure.

Client information is only disclosed to a third party such as a medical practitioner with your informed valid consent for the specific purpose of providing specialised services related to your epilepsy.

Where client data is required by a funding body all data is de-identified such that the funding body receives data on client numbers and demographics as required without any personal or identifying detail.

Where supporter/ donor information is provided to an external service provider, such as a mailing house this is only done so to providers who protect your information in accordance with privacy legislation.

EAA is bound by requirements to disclose personal information if required under Australian law or a court/tribunal order e.g. warrant, child-protection matters, notifiable diseases. Where required this is done in accordance with the Australian Privacy Act.

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

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

Personal information provided to us is stored securely on our databases at our National Office in NSW. Our databases are copied, for security purposes, to other secure servers situated in Australia.

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

Under the Australian Privacy Principles, it is your right to access any records about yourself and to request to have them 'de-identified' and inaccessible to front line service staff. Just as our procedures around collecting and storing personal information are guided by legislation, so is our procedure for de-identification of records. This protects the subject of the record and ensures we are only modifying files with legal authority. There is no fee associated with having a file de-identified.

If you would like to proceed to have your files de-identified we require a written request witnessed and signed by a JP. This request must include:

- Full details of the person making the request

The following details of the person for whom the record/s are being de-identified such as yourself, your child/ren or the person for whom you are the legal guardian.

- Full details of the person making the request
- Date of Birth
- Phone Number
- Current Address
- Previous Residential Address (if alternate addresses provided)

We can accept this either in the post or via email as a scanned attachment. Identification will be required to access a file and access is at EAA premises with an EAA staff member present. EAA cannot release information that it has not generated by EAA e.g. reports from medical specialists or other services.

We may deny your request for access of your file in some circumstances. If we do this we will tell you why.

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 384, NORTH RYDE BC NSW 1670

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.

## 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 or open a new email and contact us on [epilepsy@epilepsy.org.au](mailto:epilepsy@epilepsy.org.au).

## What to do if you have a complaint

EAA sees complaints and suggestions as an opportunity for improvement. Our complaints process and forms are available on our website. Alternately you can write to:

Epilepsy Action Australia  
PO Box 384  
NORTH RYDE BC NSW 1670

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.