

# PRIVACY POLICY

**This policy is dated 8 September 2014**

The Australian Ireland Fund (the "Fund") recognises the importance of maintaining the confidentiality of individuals' personal and/or sensitive information and aims to protect the privacy of the personal information collected and held whilst carrying out activities.

As an APP entity, the Fund is bound by the *Privacy Act 1988 (Cth)* (the "Act") and the Australian Privacy Principles. This Privacy Policy sets out the Fund's approach to the handling of individuals' personal information, including sensitive information and health information.

This policy applies to personal information collected from and about donors, beneficiaries, people on our mailing lists, customers, suppliers and any other person whose personal information the Fund may lawfully collect from time to time.

This Privacy Policy sets out and explains:

1. The types of personal information the Fund collects;
2. How the Fund collects personal information
3. How the Fund uses personal information;
4. When the Fund discloses personal information to others;
5. How the Fund manages and secures personal information;
6. How you can access and seek to correct personal information held on them; and
7. How you may make a complaint if they think that the Fund may have breached the Act.

This policy does not form part of any contract.

From time to time, the Fund may review and update this policy – for example, to reflect changes to the law, technology or our company. You should check this policy as posted on our website periodically to read about any changes, modifications, or revisions to this policy.

## **1 What types of personal information does the Fund collect?**

The Fund only collects 'personal information' (as defined under the Act) that is reasonably necessary for the Fund's activities. The types of personal information that the Fund collects depends on the nature of the interaction between you and the Fund, and where and how the Fund collect the information.

Personal information collected by the Fund includes:

- information about the Fund donors, supporters, beneficiaries or other individuals or businesses who have requested to be included on the Fund's mailing list, including their names, work and/or home addresses,

phone numbers, email addresses, date of birth, organisations, job titles, assistant's name, partner name or other related information;

- payment related information provided by donors, supporters or beneficiaries, including bank account and credit/debit card details;
- any information voluntarily provided to the Fund; and
- details of other people who come into contact with the Fund such as other charities or organisations which the Fund deals with, including service providers.

## **2 How does the Fund collect personal information?**

The Fund usually collects personal information directly from you. For example, when you send us correspondence by e-mail or in writing, deal with the Fund over the telephone or in person or through our website, or otherwise contact us.

Sometimes third parties may provide the Fund with personal information about you, with or without your direct involvement. For example, the Fund might collect your personal information from:

- another donor or supporter;
- commercially available mailing and marketing lists;
- other chapters of the Ireland Funds; or
- affiliate or associated charities or organisations with whom we work.

## **3 How does the Fund use personal information?**

The purposes for which the Fund uses personal information include:

- to process an individual or organisation's donation and to provide tax deductible receipts;
- to send information, including the Fund's campaign literature, newsletters and annual reports;
- to communicate with individuals and businesses;
- for internal research purposes; and
- to record if you have requested not to receive further communications from the Fund.

If the Fund collects your personal information for any other purpose, the Fund will generally endeavour to let you know that purpose at the time of collection.

Where your personal information (for example your name and email address) is used for direct marketing purposes, the Fund will endeavour to adhere to the provisions of the Act in connection with such marketing and to obtain consents from you for such marketing whenever reasonable, practical and feasible. The Fund will endeavour to honour all requests to cease such marketing submitted properly through the processes set out in this policy.

## **4 When will the Fund disclose personal information to others?**

The Fund aims to confine its disclosure of personal information to the primary purpose for which it has been collected, or for a related purpose. This means the

Fund will usually only disclose personal information in connection with its charitable and administrative functions, including when disclosure is necessary to process your donation, send you information, respond to your request, help the Fund with the running the organisation or for security reasons.

Personal information obtained by the Fund may be disclosed to third parties who assist the Fund in conducting its activities. This includes information from third parties who distribute communications on behalf of the Fund. Some of these third parties to whom the Fund may disclose personal information may be located outside Australia (for example, other chapter of the Ireland Funds) and personal information may be provided to them for the purposes listed above. Those third parties may be located in the US, Singapore, Japan, the UK and Ireland.

### **Consent**

You consent to the Fund disclosing your personal information to the third parties for the purposes listed above. You can withdraw your consent at any time by informing us in writing that you withdraw that consent.

If you do not permit the disclosure of some personal information as the Fund requests, the Fund may not be able to process your donation or supply you with information. If this is the case, the Fund will inform you.

### **The Fund website**

The Fund does not collect personal information from visitors on our website other than what is supplied to us on a voluntary basis. If you contact the Fund through its website or email the Fund, the Fund will only use your personal information to respond to your request or answer your queries. We will not add your email address to our mailing list without your consent.

To the extent that the Fund's website contains links to sites operated by third parties, including other organisations, those linked websites are not controlled by us and we are not responsible for the privacy practices of the site operators. Before you disclose your personal information to any linked websites, we advise you to examine their privacy policies and terms and conditions of use.

## **5 How the Fund manages and secures personal information**

The Fund aims to manage and keep secure all personal information that we collect. The Fund's staff are required to respect the confidentiality of all personal information and the privacy of individuals, and we have directed our staff that personal information must be dealt with in accordance with this policy.

The Fund has security systems in place which are intended to protect your personal information from misuse, loss, unauthorised access, modification or disclosure by the use of various methods including locked storage of paper records and password protected access rights to computerised records.

If the Fund receives personal information about you which it did not request and which it does not reasonably require, the Fund may destroy or de-identify this information where appropriate.

## **6 How you can access or seek to correct personal information the Fund holds about you?**

Under the Act, an individual generally has the right to obtain access to any personal information which the Fund holds about him/her and to advise the Fund of any perceived inaccuracy in that information.

Some exceptions to this right exist. In some circumstances, the Act entitles the Fund to deny access, for example if providing access would impact unreasonably on the privacy of others or prejudice negotiations in which we are involved. If the Fund does refuse access, the Fund will endeavour to inform you of the reasons for the Fund's refusal.

If you make a request for access to your personal information, the Fund may ask you to verify your identity and specify what information you require. The Fund may charge a fee to cover our costs of locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, the Fund will generally advise the likely cost in advance.

To make a request to access any information that the Fund holds about you, please contact the Fund directly.

### **Updating or correcting personal information that the Fund holds**

The Fund aims to keep all personal information that the Fund holds accurate, complete and up-to-date. The Fund encourages you to tell us if you change your contact details. If you believe that the information the Fund holds about you is incorrect, incomplete or out-of-date, please contact the Fund.

The Fund is required by law to keep some types of information for certain periods of time. If we no longer require your personal information, we will normally destroy or de-identify that information.

The Fund reserves the right to retain information for a period longer than that for which it is required to retain the information if the Fund considers that it is necessary and in accordance with the Privacy Principles.

## **7 Questions or complaints**

If you reasonably believe that there has been an unauthorised use or disclosure of your personal information or if you have any questions or would like to make a complaint about the Fund's compliance with the Principles, please contact:

Privacy Officer: Teresa Keating  
Mail: Ireland Funds Australia, Suite 103, 20 Bayswater Road, Potts Point NSW 2011 Email: [tkeating@irelandfunds.org](mailto:tkeating@irelandfunds.org)  
Telephone: 02 9357 2350  
Fax: NA