

 HEARTKIDS Australia Policies and Procedures	Approved By:
	Issue No: 1
TITLE OF POLICY – Privacy	Issue Date:
	Issued By: CEO

Public Privacy Statement

Updated 3 June 2009

Please contact our National CEO if you require any further information regarding our privacy policy.

HeartKids Australia

HeartKids Australia ("**HeartKids**") is Australia's sole charity focussing on all aspects of Childhood Heart Disease (CHD).

Our Vision

Embracing the future for HeartKids.

Our Mission

Australia will have a reduced incidence of children with heart disease, a reduced mortality rate in children affected by heart disease and significant support will be provided to HeartKids and their families.

This will be achieved through the development of: **Research, Support, Awareness and Advocacy.**

Protecting your Privacy in accordance with the National Privacy Principles

The Federal privacy framework which regulates the way in which private sector organisations handle personal information has been in force since 21 December 2001. This legislation includes 10 National Privacy Principles that apply to private sector organisations.

HeartKids respects and upholds your rights to privacy protection under the National Privacy Principles in regulating how we collect, use, disclose and hold your personal information. We have a detailed policy and set of procedures to ensure that only authorised staff have access to your personal information and that it remains confidential and only used for appropriate purposes and in accordance with this policy. You can request details about the information HeartKids holds about you and you have a right to ask to correct this information.


For more information regarding the National Privacy Principles, you can contact the Office of the Privacy Commissioner on 1300 363 992, or visit their website at www.privacy.gov.au.

Why we collect your personal information

Your personal and sensitive information is only collected as is necessary for a function or activity to enable HeartKids to carry out its work and deliver services to the community.

HeartKids is grateful to the many thousands of people around Australia who provide financial support to allow us to continue our important work. When you give us personal information such as your name and address, we record it on our database and use it to contact you.

We may use your personal information to send you information on CHD or to let you know about our special events and fundraising programs.

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How we collect your personal information

We collect your personal information directly from you when you provide it to HeartKids in a number of ways including:

- through a call to the HeartKids information service
- by participating in one of the HeartKids' many community fundraising and information events
- when you respond to our fundraising mail.

We may also collect your personal information from publicly available sources, such as the telephone directory.

We will tell you the purpose for which we intend to use your personal information. We only collect personal information about you that is necessary to perform our functions and activities. The type of information we collect may include your name, mailing address and telephone number. We will only record your email address if you send us a message and your email address will not be used for any other purpose without your consent and will not be passed on to any other organisation.

Sensitive Information

HeartKids will not collect, use or disclose sensitive information about racial or ethnic origin, political opinions or membership, religious or philosophical beliefs, trade association or union membership, sexual preferences or criminal record, unless you have consented to give this information and it is relevant to the work of HeartKids. We will always collect such information in a non-intrusive, lawful and fair manner.

In certain circumstances, we may collect health details and information from families affiliated with HeartKids. These details are only collected when the individual(s) has/have expressly consented. These details are stored in a separate and confidential area of the data base. Strict security measures regarding the storage of this personal information are in place, with only Family Support Coordinators and State Managers able to gain access. Communication with these families will only occur in consultation with the State body. Anyone given access to this personal information will be required to complete the HeartKids Non Disclosure Agreement (please see Appendix A).

Disclosing your personal information

HeartKids will not provide your personal information to any other individuals or organisations except on a confidential basis to contractors who provide database management, printing and mailing services to HeartKids. In these cases, we ensure that our contractors are also bound by the National Privacy Principles in order to ensure that your personal information is kept confidential.

Third Parties

Occasionally HeartKids may allow third parties to mail you with information that we believe may be of interest to you. These organisations usually allow us to do the same and this way we can reach more people with vital information. However, whenever we contact you, we will always give you an opportunity to opt-out of receiving such offers. We also do not give these organisations your details. Instead these mailings are arranged through an independent party, which is strictly compliant with privacy legislation. However, if you do take advantage of any offer from a third party organisation, they may send further offers to you directly.

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Opting-Out

Each time that we send you a direct marketing communication we will provide you with a simple way to OPT OUT of receiving similar communications in the future. In order to opt-out of future communications, please contact:

HeartKids Australia CEO
 PO Box 204
 Wahroonga NSW 2076

Alternatively, please call: 1800 HEARTKIDS or email: office@heartkids.org.au.

Publicity

HeartKids is thankful to people who are willing to share their personal stories of heart disease with others through media stories and in our website and newsletters. We will only use your personal information for publicity purposes or as stories with your express written permission.

Transborder data flow

HeartKids will not provide your personal information to any overseas organisation without first asking your permission. In such a case, we will also ensure that such organisations are bound by privacy laws that import the same level of strictness as that employed in Australia.

How we keep your personal information secure


All personal information that HeartKids hold about you is protected from misuse and loss. We also ensure that information is protected from unauthorised use, access, modification and disclosure.

Secure Storage and Access Arrangements

If you provide us with your personal information, it is securely stored in our database, which is accessed only by authorised staff from HeartKids. This is with respect to information that is stored both physically in hard-copy and electronically. Hardcopy documents, including letters, correspondence and details, are stored subject to a secure document management system, with files being safely and securely stored on our premises and accessibly only by those people holding authorisation. Information that is stored electronically is also subject to our computer and network security. Our data base is kept secure by one of the world's leading service providers. Each user has security level access and must provide a username/password to gain access. In addition, our external access to e-mail and the Internet is protected by a Firewall/Router.

Secure Destruction of Information that is no longer needed

Furthermore, we will destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information was collected or for its use or disclosure. Personal information that is no longer needed and stored in hardcopy format will be properly disposed of and personal information that is no longer needed and stored electronically will be deleted from our systems.

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Visiting our website

When you visit our website, you can browse at your leisure. HeartKids does not use "cookies" to track your movements through the information section of our website or your visits to other websites. HeartKids will only place a "cookie" on your computer for (a) the purposes of tracking navigation and/or (b) to track items added to the e-commerce facility when you make an online donation to HeartKids or purchase a HeartKids product.

Our web site is secured by Netlogistics. All forms used within this website are encrypted. All credit card information is protected by Secure Sockets Layer (SSL) with an encryption key length of 128 bits (the highest level commercially available). We make every effort possible to make your donations and transactions within our site as secure and safe as possible for you. All information that leaves any form (including your credit card number) is encrypted automatically by your browser until it reaches our servers.

PayPal & eWAY

Our third party credit card transaction processors, Pay Pal and eWAY use "cookies" for transaction integrity and anti-fraud purposes. These providers are compliant with the National Privacy Principles and will not utilise your details for any activity other than supporting the primary purpose of making a donation to HeartKids or purchasing a HeartKids product. PayPal's and eWAY's privacy policy can be [accessed here](#).

Accessing other sites of interest

The HeartKids website contains links to other sites of interest. HeartKids does not control, and is not responsible for, the content or privacy practices of those websites. Please check the Privacy Statements on other websites before you provide your personal information to them.

By using the HeartKids Internet site, you agree that the Internet is inherently insecure and accordingly, HeartKids cannot provide any definitive assurance regarding security or personal information. HeartKids will not be liable in any way in relation to any breach of security or any unintended loss or disclosure of that information.

The Spam Act 2003

The Spam Act prohibits the sending of unsolicited emails and SMS messages for commercial purposes from or within Australia or to people in Australia, and bans the supply and use of software designed to harvest email addresses. While charities do have some exemptions from this Act, HeartKids will abide by the best practice guidelines, which will be developed on responsible electronic messaging practices by the Australian Communications Authority.

Changes to our Privacy Policy

HeartKids may, without notice, amend or modify its Privacy Policy by posting the amended Privacy Policy to the HeartKids website.

How to access, correct or update your personal information

If you would like to find out about or access the information that we hold about you, you should write to:

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Attn: Chief Executive Officer
HeartKids Australia
PO Box 204
Wahroonga NSW 2076

Alternatively, please call: 1800 HEARTKIDS or email: office@heartkids.org.au

In order to maintain the confidentiality of your personal information, we will need to verify your identity before giving you access. We will endeavour to give you access to that information within 14 days. If your request is complex, we will endeavour to deal with the request within 14 to 30 days.

In a limited number of circumstances, we may not be able to tell you what personal information is held about you, including where the law prevents us from disclosing the information and other legal reasons as specified in the Privacy Act. In the unlikely event that we are unable to provide you with access to your personal information, we will provide you with reasons why we are unable to provide the information.

We will take reasonable steps to ensure that your personal information is accurate, complete and up-to-date at the time of collecting, using or disclosing the information. If you learn that current personal information we hold about you is inaccurate, incomplete or out-of-date, you should contact us. We will promptly update any personal information that is inaccurate, incomplete or out-of-date.

If you have any complaints, questions or concerns about the information held by HeartKids or about the accuracy of that information, please contact the National CEO on 1800 HEARTKIDS or email office@heartkids.org.au.