

1. PURPOSE

Mum for Mum NCJWA Ltd (Mum for Mum) is committed to respecting your privacy. This Privacy Policy sets out how we collect, use, store and disclose your personal information. By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us. Personal information includes information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode, and contact details. It may also include health information or financial information, including your credit card information. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

2. POLICY DETAILS

2.1 What personal information do we collect?

We may collect the following types of personal information:

- Name
- Gender
- Mailing or street address
- Email address
- Telephone number and other contact details
- Age or date of birth
- Occupation
- Credit card information
- Details of any donations made
- Your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information
- Details of the services we have provided to you or that you have enquired about, including any additional information necessary to deliver those services and respond to your enquiries
- Any additional information, including health information, relating to you that you provide to us through interactions with Mum for Mum directly, through our website, or indirectly through a referral or your use of our website or online presence, or through other websites or accounts from which you permit us to collect information, or
- Any other personal information that may be required to facilitate your dealings with us
- We may collect these types of personal information either directly from you, or from third parties. We may collect this information when you:
 - Subscribe to receive our e-newsletter
 - Make a donation
 - Become a volunteer, client, or friend of Mum for Mum
 - Communicate with us via phone, correspondence, chats, email, or when you share information with us from other social applications, services, or websites or
 - Interact with our sites, services, content, and advertising

In addition, when you apply for a job or position with us, we may collect certain information from you (including your name, contact details, working history and relevant records checks) from any recruitment consultant, your previous employers and others who may be able to provide information to us to assist in our decision on whether or not to make you an offer of employment or engage you under a contract.

The Privacy Act contains permitted health situations and certain exemptions in relation to certain acts undertaken in relation to employee records and related bodies corporate. Where appropriate we make use of relevant permitted situations and exemptions in the Act.

We endeavour to collect your information directly from you, or someone providing your personal information on your behalf. However, in some circumstances we may collect your information from other third parties, such as your employer or contracting organisations, referral agencies, a service provider, or from a publicly available record.

2.2 Why do we collect, use and disclose personal information?

We may collect, hold, use and disclose your personal information for the following purposes:

- To enable you to access and use our services
- To operate, protect, improve, and optimise our services, business, and our users' experience, such as to perform analytics, conduct research and for advertising and marketing
- To send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you
- To stay in touch and send you marketing, promotional and fundraising messages and other information that may be of interest to you. Note, we only use non-health information for marketing, promotional and fundraising purposes
- To comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties
- To effectively carry on a business or other commercial relationship with you and
- To consider your employment application.

2.3 Do we use your personal information for direct marketing?

Once you have provided us with your personal details, we may send you direct marketing communications and information about our programs and services. This may take the form of emails, SMS, mail, or other forms of communication, in accordance with the Spam Act and the Privacy Act. You may opt-out of receiving marketing materials from us by contacting us using the details set out below or by using the opt-out facilities provided (eg. an unsubscribe link). We may also market our services to you generally – including via social media, advertising through our website or through third party websites and other digital or non-digital platforms. We will always do this in accordance with our legal requirements and if we use a third party to do so, we will only do so with our trusted partners.

2.4 To whom do we disclose your personal information?

We may disclose personal information for the purposes described in this Privacy Policy to:

- Payment systems operators (eg. merchants receiving card payments)
- Our employees or volunteers where the information is directly relevant to their work or volunteer role
- Specific third parties authorised by you to receive information held by us
- Third party suppliers and service providers (including providers for the operation of our websites and/or our business or in connection with providing our products and services to you)
- Our existing or potential agents, business partners, or partners including research partners
- Professional advisers, for example insurers, workplace relations consultants, external supervision providers, and/or
- Other persons, including government agencies, regulatory bodies, and law enforcement agencies, or as required, authorised, or permitted by law.

2.5 Disclosure of personal information outside Australia

We may disclose personal information outside of Australia to cloud service providers such as Salesforce, which is in Japan. We will, however, take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the Australian Privacy Principles.

2.6 Using our website and cookies

We may collect personal information about you when you use and access our website. While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer. We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage. Cookies are small files that store information on your computer, TV, mobile phone, or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser if you choose to do so. Where a cookie is linked to your account, it will be considered personal information under the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

2.7 Security

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference, and loss, as well as unauthorised access, modification or disclosure and we use several physical, administrative, personnel and technical measures to protect your personal information. For example, we restrict access to our database and have a full audit trail. Mum for Mum's guidelines reinforce the importance of protecting client data. Our general quality assurance processes regularly reinforce privacy provisions with staff and volunteers. However, we cannot guarantee the security of your personal information.

2.8 Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.

2.9 Accessing or correcting your personal information

You can access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information. If you think that any personal information, we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

2.10 Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

3. Contact us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Chief Executive Officer
Mum for Mum NCJWA Ltd
admin@mumfodmum.org.au