

Amaze Privacy Policy



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Privacy Policy Statement

Amaze respects the privacy of all people, including our members, employees, volunteers, clients/beneficiaries, donors, business partners and online users. We are committed to safeguarding the personal information that is provided to us.

Scope of Policy

- This Privacy Policy addresses Amaze's policy on the management of personal information.
 - This Privacy Policy is available on Amaze's website or available upon request.
- This Privacy Policy is reviewed every three years by Amaze to ensure it remains current.

This Privacy Policy is supplemented by the '**Amaze Privacy Obligations & Principles**' document describing how Amaze complies with its obligations under the **Privacy Act 1988, Privacy & Data Protection Act 2014 (Vic)** and the **Australian Privacy Principles ("APP")**.



Kinds of personal information collected

The nature and extent of personal information (including sensitive information) collected by Amaze varies depending on your particular interaction with Amaze. Amaze will only collect personal information where it is reasonably necessary for, or directly related to, one or more of its functions or activities.

The personal information we collect from you may include:

- contact details (e.g. name, address, telephone numbers, email)
- personal details (e.g. date of birth, gender)
- information regarding personal issues, experiences and relationships
- health information and/or medical history
- information about family background and supports in the community
- areas of interest

We may also collect the following information from you if you're an:

- **Amaze Donor**

Amaze collects personal information from our donors and supporters that is necessary for our work and helps us to engage with you. We use your information to manage your support, process your donation, issue tax receipts and to respond to your comments and questions. We may also use your information for research or surveys and to keep you up to date with our initiatives that we think may interest you.

In certain circumstances we may give you the option to keep your information private. For example, you have the option to make a private donation, in which case your name and amount of your donation will not be disclosed in any public manner.

- **Amaze Business Partner**

Contact names and details (e.g. the name, title, email, telephone number and other contact details of relevant contact persons within business partner organisations) areas of interest by category and industry. Bank details (if Amaze is to receive payment or make payment for services received), Australian Business Numbers (ABNs), information regarding the type of support to be provided (e.g. workplace giving, goods in kind, program support, volunteering).

- **Amaze Online User**

Amaze collects de-identified website usage information – e.g. visitor navigation, server address, browser and device type, date and time of website visit for statistical and behavioural analysis. This information will not allow us to identify users, in most cases. Our system also records information about the browsers and devices used to access the website called cookies, which are small files that allow our systems to identify and interact more effectively with your browser. See allaboutcookies.org to learn more about cookies, including how to delete or reject cookies. Please note that if you reject cookies some parts of the website may not have full functionality. We may also collect information submitted by users via the website, e.g. through forms. This data is only used for the purpose expressed, and is stored privately and securely.

How personal information is collected



In many cases, we collect your personal information (including sensitive information) directly from you. We collect information through various means, including telephone, email and in-person interviews, appointments, forms and questionnaires. If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us.

The way we collect personal information may include:

- telephone conversations
- communications, including email
- Future Shaper donations
- online registration
- information submitted by users
- information recorded by our systems about the browsers and devices used to access the website □ cookies.

In some situations we may also obtain personal information about you from a third party source. For example, we may collect personal information about you from public sources, your representatives and the parties to whom we disclose personal information described in this policy. If you provide to us the personal information of another person, you warrant that the person or persons to which the personal information relates has consented to such disclosure and to our collection, holding, use and disclosure of their personal information as described in this policy.

Purposes for which we collect, hold, use and disclose personal information

We may collect personal information for a number of purposes, including:

- to provide Amaze services
- to determine the most appropriate services for clients'/beneficiaries' needs
- to meet any requirements of government funding for programs (e.g. reporting requirements)
- to monitor and evaluate existing services and plan for future services
- to comply with our legal and professional obligations
- to process donations and provide accurate receipts
- to facilitate on-going fundraising and marketing communications and activities (please contact us if you wish to unsubscribe from these communications)
- to provide transparency relating to donated funds, particularly for appeals for public donations (although we will generally provide options for anonymous donations where requested)
- to pay for services
- to receive services from you or the organisation which employs you
- to manage Amaze's relationship with the business partner
- to produce annual reports and for research, policy or advocacy purposes which may involve contracted organisations
- to provide information about Amaze's services, Amaze personnel (e.g. volunteers, employees, delegates) and candidates for volunteer work and prospective employees
- to update the company on Amaze appeals for public donations, programs and services
- adapting the website to make it easier to use and more relevant for you
- to analyse website usage and make improvements to the website

Health information



As part of administering our services, we may collect health information. For example, Amaze collects health information (such as diagnostic information) from some clients participating in Amaze programs. When collecting health information from you, Amaze will obtain your consent to such collection unless otherwise required or permitted by law. We may also provide you with further information regarding how the information will be used and disclosed.

If health information is collected from a third party (such as your doctor), Amaze will inform you that this information has been collected and may provide you with further information regarding how the information will be used and disclosed.

Amaze will not use your health information beyond the consent provided by you, unless your further consent is obtained, or we are otherwise acting in accordance with applicable law. If Amaze uses your health information without consent for research or statistical purposes, it will be de-identified if practicable to do so.

Disclosure of Personal Information

For the purposes referred to in this Privacy Policy (discussed above under '*Kinds of Personal Information Collected*'), we may also disclose your personal information to other external organisations including:

- Government departments/agencies that provide funding for Amaze services;
- Doctors and health care professionals, who assist us to deliver our services;
- Other regulatory bodies, such as Work Safe; &
- Our professional advisors, including our accountants, auditors and lawyers.

We do not send personal information out of Australia.

Access to and correction of personal information

If an individual requests access to the personal information we hold about them, or requests that we change their personal information, we will allow access to them or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold access, or not make the changes.

Requests for access or correction should be made to the Privacy Officer (details of which are set out below). For security reasons, you may be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

Please provide as much detail as you can about the particular information you seek, in order to help us locate the information. We will provide access by allowing you to inspect and take notes or print outs of personal information that we hold about you. If personal information (for example, your name and address details) is duplicated across different databases, Amaze will generally provide one printout of this information, rather than multiple printouts.

We aim to provide access to the personal information requested within 14 days of your request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within 30 days.



Amaze may charge you reasonable fees to reimburse us for the cost we incur relating to your request for access to information, including in relation to photocopying and delivery cost of information stored off site. We will inform you of these fees in advance so that you can confirm whether you wish to proceed with your request.

If an individual is able to establish that personal information Amaze holds about her/him is not accurate, complete or up to date, Amaze will take reasonable steps to correct our records where required by law.

Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the complaints procedure set out below.

Fundraising and marketing communications

We may use personal information, including your name, contact phone number, address and email address, to send fundraising, marketing and promotional information by post, email or telephone. You may opt-out of receiving direct marketing communications from us at any time. If you do not opt-out, we will assume we have your ongoing consent to send information and communications.

If you wish to stop receiving direct marketing communications from us, please tell us at any time by following the opt-out instructions on the communication we send you or you can contact us using the content details at the end of this policy.

Complaints

If you have a complaint about our handling of your personal information please contact our Privacy Officer (details of which are set out below).

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable timeframe, which is usually 30 days or as soon as is practicable in the circumstances. However, in some cases, particularly if the matter is complex, the resolution may take longer. Once you have made a complaint, we will try to resolve the matter in a number of ways such as:

- Request for further information: We may request further information from you, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution.
- Discuss options: We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our Privacy Officer.
- Investigation: Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
- Conduct of our employees: If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
- The complaint is substantiated: If your complaint is found to be substantiated, you will be informed of this finding. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.
- If the complaint is not substantiated, or cannot be resolved to your satisfaction, but the procedures in this policy have been followed, Amaze may decide to refer the issue to an



appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.

We may keep a record of your complaint and the outcome.

We are generally unable to deal with anonymous complaints. This is because it is difficult for us to investigate and follow-up anonymous complaints. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try and investigate and resolve the complaint appropriately.

Privacy Policy Changes

Amaze may review, amend and/or update this policy from time to time. Please visit our website for the most current version. **This policy was approved on 23/10/19.**

How to contact us

Individuals can obtain further information in relation to this privacy policy, or provide any comments, by contacting us:

- **Telephone:** 03 9657 1600
- **Post:** Privacy Officer, PO Box 374, Carlton South 3053
- **Email:** privacy@amaze.org.au

