

Policy number	5	Version	3.0
Updated by	Deirdre Looney	Approved by Board on	03/03/2023
Responsible person	AMS Board	Scheduled review date	03/03/2024

Introduction

Australian Marist Solidarity (AMS) is the international development arm of the Marist Brothers Star of the Sea Province and the Marist Association of St Marcellin Champagnat. It has a particular focus on empowering young people to transform their lives and community. Promoting the dignity of the human person, as safeguarded by internationally recognised human rights conventions, is a core value of AMS.

Australian Marist Solidarity (AMS) is committed to protecting the privacy of personal information which the organisation collects, uses, holds, discloses, administers, keeps secure and gives access to. AMS is bound by the Privacy Act 1988 (Cth) (Privacy Act), which includes the Australian Privacy Principles (APPs) and which regulates the way AMS collects, uses, holds, discloses, administers, keeps secure, and gives access to, personal information.

AMS recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand and made accessible to them on the other. These privacy values are reflected in this policy, which is compliant with the Privacy Act.

Definition of personal information

Information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

Purpose

The purpose of this policy is to provide a framework for AMS in dealing with the privacy, confidentiality and data security considerations of organisational stakeholders. Stakeholders include AMS donors, Board members, volunteers, staff members, contractors, consultants and project partners of AMS.

This policy applies to the information AMS collects and the manner in which AMS collects, uses, discloses, keeps secure, stores and gives access to, the personal information obtained through the AMS website and social media, at AMS-associated events, or participation in an AMS program.

Scope

This policy applies to all Board members, staff members, contractors, external consultants, agencies, volunteers and project partners of or who work with AMS.

If any person provides us with their personal information, or the personal information of a child where that person is the child's parent or guardian, then that person agrees to the information being collected, held, used and disclosed as set out in this Privacy Policy.

Changes to this policy

AMS may update and revise this Privacy Policy from time to time. The current version of the Privacy Policy can be accessed free of charge on our website, www.australianmaristsolidarity.org.au, or by contacting the AMS Chief Executive Officer on the details below. The AMS Privacy Policy is reviewed annually.

What kind of personal information does AMS collect and hold?

AMS will only collect personal information from its stakeholders for the purposes outlined in the “Purposes for collection and holding of personal information” section of the policy below. Accordingly, AMS may collect the following information about a stakeholder:

- full name, date of birth and contact details (including residential address, e-mail address, and telephone number);
- financial information to facilitate monetary donations and refunds, such as credit card and bank account details.

How AMS will collect and hold information

- AMS will only collect and hold personal information when it is provided on a voluntary basis; personal information obtained through visiting the AMS website, making a donation, signing up to the AMS newsletter, or provided by any other means will be collected, held, used and disclosed as set out in this Privacy Policy.
- AMS uses a third-party cloud-based software platform, external CRM, to collect and store personal information for access by AMS. There are security measures in place that enable AMS to restrict external CRM's access to its database to times when it requires technical support. Further, external CRM also complies with the Payment Card Industry Data Security Standards.
- AMS will only collect and hold personal information when it is received from stakeholders directly, including:
 - through the stakeholder's use of AMS' website which includes external CRM;
 - from communications between the stakeholders and AMS and its employees and representatives (including communications conducted in person, over the phone, by email, by postal mail or otherwise); and
 - from promotional and marketing activities undertaken by AMS, in which AMS requests or otherwise receives personal information from the stakeholder.
- AMS will only collect and hold personal information in relation to a child where that information has been verified by the child's parent or guardian, unless specific circumstances require that the information collection be made directly from the relevant child. (Refer to the AMS Safeguarding Policy for more information.)
- In the event that AMS receives personal information that was not solicited by the entity, AMS will either lawfully destroy said information or de-identify it as soon as is reasonably possible.

Use of AMS' website

AMS may use “cookies” to assist AMS aggregate statistical information about site usage. “Cookies” contain no personally identifiable information, but are small alphanumeric text files.

Storage and security

All personal information AMS collects will be held securely and in accordance with this Privacy Policy. AMS will take all reasonable steps to protect any personal information collected and stored against misuse, loss, unauthorised access and modification through the use of secure passwords, user logins, or other security procedures, including firewalls and anti-virus technology.

AMS will also conduct regular audits to ensure the integrity of the AMS' information and communication technology systems.

All AMS employees are made aware of their obligations under the Privacy Act during the induction stage of their employment. Ongoing training is provided to ensure that AMS adheres to our established security practices.

However, AMS cannot provide any assurance regarding the security of information transmitted to AMS online, as the internet is inherently insecure. Nor can AMS guarantee that the supply of information to AMS from a stakeholder will not be intercepted. Information a stakeholder transmits to AMS online is at the stakeholder's own risk.

Purposes for collection and holding of personal information

Use of personal information

- AMS will only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- Personal information may be used for the following purposes:
 - Maintaining accurate fundraising and donor records;
 - Processing donations and issuing tax receipts;
 - Acknowledging support, responding to comments, enquiries, suggestions and complaints, and providing information and updates about AMS programs;
 - Improving the quality of our services and for training purposes;
 - Issuing AMS publications;
 - Processing AMS volunteer program applications;
 - Liaising with project partners to facilitate volunteer placements;
 - Undertaking administration, marketing or promotional activities for AMS;
 - Meeting professional and legal requirements.
- In relation to a secondary purpose, AMS will use the personal information only where:
 - a secondary purpose is related to the primary purpose and the individual would reasonably have expected AMS to use it for these purposes;
 - court order (including in Family Law matters);
 - the person has consented; or
 - certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- In relation to personal information which has been collected from a person, AMS will only use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and AMS has provided an opt out and the opt out has not been taken up. A stakeholder may opt out at any time using the below contact details.
- For other uses, AMS will obtain consent from the person concerned.

Disclosure of personal information

AMS will:

- Only share personal information within AMS,
- Not share any personal information with third parties, except as provided by civil Privacy legislation.
- Undertake never to trade, sell, lend or rent any personal information to any other third party for any reason, nor will we provide it to third parties unrelated to the purposes for which AMS may use the personal information, as outlined above.
- Provide all individuals access to their own personal information, and a child's personal information where the person requesting the personal information is the child's parent or guardian, except where disclosing the personal information may be a threat to life or health or AMS is authorised by law to refuse to disclose the information.

How a stakeholder can access and correct personal information held by AMS

Stakeholders may request access to any of their personal information held by AMS. Generally, if the personal information held by AMS about the stakeholder is incorrect, then AMS will correct it at the stakeholder's request.

The stakeholder's right to access is subject to some exceptions allowed by law. AMS will notify the stakeholder of the basis for any denial of access to their personal information.

Stakeholders may contact the AMS Chief Executive Officer using the below contact details to request access to any of their personal information held by AMS.

AMS will not charge a stakeholder for making a request for access to personal information, for making a request to correct the information or making a request to associate a statement regarding accuracy with the personal information if AMS disagrees with the stakeholder that the information is incorrect.

How a stakeholder can complain about a breach of privacy

If a stakeholder has a complaint about a breach of this Privacy Policy including the manner in which AMS has collected, held, used, disclosed, kept, or given people access to the stakeholder's personal information, then the stakeholder may make a complaint to AMS using the contact details set out below. The stakeholder will need to provide AMS with sufficient details regarding their complaint and any supporting evidence.

The stakeholder's complaint will be referred to the AMS Chief Executive Officer who will investigate the issue and determine the steps AMS will take to resolve the complaint. AMS may ask the stakeholder to provide additional information.

AMS will notify the stakeholder in writing of its response, generally within 30 days. If for any reason AMS needs additional time to provide a considered response to the complaint, AMS will contact the stakeholder to explain the delay and provide the expected timeframe. If the stakeholder is not satisfied with AMS' response, then the stakeholder can contact AMS to discuss their concerns and if dissatisfied, can refer the complaint to the Office of the Australian Information Commissioner www.oaic.gov.au.

Is AMS likely to disclose personal information to overseas recipients?

AMS will only disclose the donor's personal information (not including credit card and bank account details) to an overseas entity where the donor or its authorised representative explicitly authorises the disclosure of their personal information to the overseas entity for provision of scholarship in that country. Countries in which such scholarships are usually provided include Timor-Leste.

Right to anonymity and pseudonymity

Stakeholders may choose to withhold their identity (or to use a pseudonym) when dealing with AMS. However, this may impact on AMS' ability to respond to the stakeholder, or provide them with any necessary or desirable information.

Request a copy of this privacy policy and further information

A copy of AMS' current Privacy Policy is available from AMS free of charge from our website, www.australianmaristsolidarity.org.au. Stakeholders can also request a copy of the Privacy Policy to be sent to them:

- by email, by emailing the request to AMS@marists.org.au.
- by post, by calling 07 3354 0600 (+61 7 3354 0600 for international callers), or by writing to AMS using the mail address set out below.

If a stakeholder would like a copy of this Privacy Policy in a particular form then the stakeholder should contact us using the contact details set out below, and AMS will accommodate any reasonable request.

Contact details

If a stakeholder has any questions, would like to make a complaint about how AMS has managed their personal information, or would like a copy of AMS' current Privacy Policy, then please contact the AMS Chief Executive Officer:

Phone: 07 3354 0600

Email: ams@marists.org.au

Mail: PO Box 273, Ashgrove West, QLD 4060

Authorisation



Michael Sinclair

Signature of Company Secretary

Name of Company Secretary

March 2023

Date of approval by the Board

Related Documents

- Australian Privacy Principles (APPs) – see Schedule 1 of the Privacy Act 1988
- AMS Safeguarding Policy
- AMS Complaints Handling Policy
- AMS Fundraising & Donations Policy
- AMS Privacy Policy
- AMS Communications Policy
- AMS Social Media Policy
- AMS Images Policy
- AMS Cyber-Security Policy