

Privacy Policy

1.0 Overview

The Type 1 Diabetes Family Centre (the Family Centre) is covered by the Privacy Act 1988 ('the Privacy Act') and the Australian Privacy Principles (APPs). We are committed to keeping your privacy protected, and this privacy policy outlines how we manage your personal information in accordance with the APPs. This Privacy Policy applies to the Type 1 Diabetes Family Centre and all our employees, consultants, and stakeholders.

Relevant Legislation:

Privacy Act 1988

Australian Privacy Principles 2014

Spam Act 2003

2.0 Definitions

The Privacy Act defines 'personal information' as '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.'

The following are all types of personal information:

- 'Sensitive information' (includes information or opinion about an individual's racial or ethnic origin, political opinion, religious beliefs, sexual orientation or criminal record, provided the information or opinion otherwise meets the definition of personal information)
- 'Health information'
- 'Credit information'
- 'Employee record' information
- 'Tax file number information'

3.0 About the Type 1 Diabetes Family Centre

The Type 1 Diabetes Family Centre is a non-profit organisation based in Stirling, Western Australia. The Family Centre serves all people with type 1 diabetes in Western Australia, providing holistic allied healthcare alongside friendly social support, a dynamic calendar of community event, targeted information services and true community connection.

4.0 Types of Information

The Type 1 Diabetes Family Centre collects your Personal and Sensitive Information only if you have consented to the information being collected, if the information is reasonably necessary for one or more of our functions or activities or if one of the other exceptions applies under the APPs. We may collect Personal Information about you, including the following which may not all be relevant to you depending on the services you access:

- your full name and contact details, gender and date of birth;
- country of birth;
- details of your parent or carer and details of your medical practitioner;
- payment and purchasing details (where you make payments to us);
- any other information you provide to us.

We may also collect Sensitive Information about you, such as:

- type of diabetes;
- whether you are of Aboriginal or Torres Strait Islander origin;
- main language spoken at home;
- health and lifestyle information you provide us during Family Centre programs or services;
- whether your immediate relatives have had diabetes;
- treatment information (e.g. current management regime, type of insulin etc.);
- occupation.

Any other information you provide to us may combine the information which you provide to us with other information we collect from other sources and, if we do so, our use of the resulting combined information will be subject to our Privacy Policy and our Website Terms and Conditions.

5.0 Information Collection and storing

We only collect your information by lawful and fair means. We collect your information in a few different ways, including:

- forms you provide to us;
- electronically, such as through our websites;
- phone calls;
- information you provide while visiting us or participating in programs or services provided by us;
- other correspondence, such as email and mail.

We will always collect Personal Information from you directly unless it is unreasonable or impractical for us to do so. When a person with diabetes is under 15 years old or lacks the mental capacity and legal competence to make decisions, the person's primary carer or guardian must consent to the collection of the person's information.

6.0 Internet Cookies

Our websites may use software known as 'cookies' to enable the Family Centre to retrieve user details for each visit. Cookies are used in some areas of our websites to enable the functionality of that area and ease of use. Some of our affiliate partners may also use cookies. By agreeing to these terms and conditions through your use of our websites, you consent to the use of cookies by the Family Centre.

7.0 Use of your information

We only use your Personal and Sensitive Information for purposes which are directly related to the reason you provided us with your information and where you would reasonably expect us to use your information. We will not use your Personal Information for another purpose unless you have given consent. We will not use your Personal Information for another purpose unless you have given consent or one of the exceptions under the Privacy Act applies. For example, if the use of the information is authorised by Australian law or is necessary for law enforcement by an enforcement body, such as the Australian Federal Police.

8.0 Disclosure of your information

The Family Centre will only transfer your Personal Information to third parties in the following circumstances:

- where you have consented to the disclosure;
- where other organisations deliver services on our behalf or to us, government agencies, mailing houses and other organisations. The Family Centre ensures that it has a reasonable belief that the external parties who receive your information are subject to laws substantially similar to the Australian Privacy Principles.
- to protect or defend the legal rights or property of Type 1 Diabetes Family Centre, our affiliated and group companies or their employees, agents and contractors (including enforcement of our agreements)
- to protect against fraud or for risk management purposes;
- if we believe your actions violate this Privacy Policy;
- to comply with law or legal process; or
- to enable the sale of the Type 1 Diabetes Family Centre or its assets.

We do not currently disclose your Personal Information to overseas parties. If your Personal Information is transferred overseas, we will comply with our obligations under the APPs.

9.0 Accessing and Correcting Information

We will take reasonable steps to ensure that all Personal Information that we collect, use or disclose is accurate, up-to-date, complete, relevant and not misleading. We will correct any Personal Information that we believe to be incorrect, out-of-date, incomplete, irrelevant or misleading. This includes taking reasonable steps to notify any organisation or government agency to which information was disclosed about the correction.

You may request to access or correct your Personal Information at any time by using the contact details below. We will give you access to the information unless one of the exceptions under the Privacy Act applies. For example, if providing access would be unlawful or denying access is authorised by law. We are not responsible for any problems that may arise if you do not give us

accurate, truthful or complete information or if you fail to update such information. We will reject and delete any entry that we believe in good faith to be false, fraudulent or inconsistent with these terms and conditions.

If you wish to amend any of your details or the information you have provided, please contact us using the contact details below. If you request to access or correct your information, we will respond within a reasonable time (usually within 30 days). If your request is refused, we will give you a written notice that sets out the reasons for refusal and how to complain about the decision.

10.0 Anonymity

It is your choice to provide information to us. Wherever it is lawful and practicable, you have the option not to identify yourself or to use a fictional name when interacting with us. You can remain anonymous when using some parts of our websites. However, it may be necessary for us to collect your Personal or Sensitive Information if you would like to access certain materials or services. If you choose to withhold the information we require, we may not be able to provide the services you have requested.

11.0 Security of your information

We take appropriate steps to protect your Personal and Sensitive Information held by us from misuse, interference, unauthorised access, modification, loss or disclosure. This includes during storage, collection, processing, transfer and destruction of the information.

Information is stored in access-controlled premises or in secure electronic databases. Employees of the Family Centre, contracted third parties and other parties to whom we disclose your information sign a confidentiality agreement that requires them to comply with the Privacy Act and our Privacy Policy. When we no longer need Personal Information for any purpose, we will take reasonable steps to destroy the information or ensure that the information is de-identified. This will apply except where the information is part of a Commonwealth record, or we are required by law or a court/tribunal order to retain the information.

12.0 Direct communications and promotional materials

From time to time, we may send out promotional materials. If you do not wish to receive these communications, please contact the Type 1 Diabetes Family Centre to unsubscribe (see contact details below). Your information may also be used by us to provide you with details of our services and events where permitted by the Privacy Act or where you have consented to the use or disclosure of your Personal Information for direct communications and promotional materials. It is our policy that any direct communication or promotional material will include a statement advising that you may request not to receive further material by contacting us using the details provided.

13.0 Spam Mail

It is our policy that all electronic communications will include an unsubscribe facility. The Spam Act prohibits sending unsolicited commercial emails, SMS and MMS messages for commercial purposes. Examples of unsolicited communications are ones that do not directly relate to a service you have previously signed up with or agreed to. While not-for-profit organisations such as the Type 1 Diabetes Family Centre do have some exemptions from the Spam Act, we are guided by the Code of Practice developed by the Australian Direct Marketing Association. See www.adma.com.au/comply/code-of-practice/ for further information.

14.0 Complaints and Enquiries

If you have a complaint regarding our privacy policy or would like further information, please contact us using the details below. We will assess any complaints and communicate with you to resolve any issues. If you are unhappy with the outcome, you may lodge a complaint with the Australian Information Commissioner see: <https://www.oaic.gov.au/privacy/privacy-complaints/>

15.0 Updating our Privacy Policy

We will update our Privacy Policy when relevant. The most up to date Privacy Policy can be found on our website: www.type1familycentre.org.au

Approved: June 2020

Contact details:

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