



Privacy Policy

ACHA Foundation Incorporated
ABN 68 187 155 749
March 2023



1. Privacy Policy

1.1 Overview

Adelaide Community Healthcare Alliance Foundation Incorporated (ABN 68 187 155 749) (**ACHA Foundation, we, us or our**) is committed to protecting the privacy of your personal information in accordance with the *Privacy Act 1988 (Cth)* (**Privacy Act**) and the *Australian Privacy Principles* contained in the Privacy Act.

The ACHA Foundation is registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC).

This policy is based on the following principles:

- (a) Privacy of personal information is of paramount importance to the ACHA Foundation;
- (b) Your personal information will not be shared other than in accordance with this policy and in accordance with the Privacy Act;
- (c) The ACHA Foundation will only use your personal information for the purpose for which it was provided.

The ACHA Foundation operates to support the Adelaide Community Healthcare Alliance Incorporated (ACHA), (a South Australian private hospital group including Ashford Hospital, Flinders Private Hospital, and The Memorial Hospital) by providing funds for medical equipment, facility upgrades, staff training, and other programs.

This privacy policy (**Policy**):

- (a) explains how we collect, use, disclose, store, and protect your personal information;
- (b) describes how we handle your personal information;
- (c) describes how you can access or correct the personal information we hold about you; and
- (d) provides details of how you can make a complaint about how we have handled your personal information.

The personal information the ACHA Foundation collects, and the ways in which the ACHA Foundation uses and discloses that personal information, depends on the manner in which you engage with us.

Personal information, being information or an opinion about an individual that is identified, or could reasonably be identified, regardless of whether the information or opinion:

- (a) is true or not; and
- (b) recorded in a material form or not.

Where it is lawful and practicable to do so, you can deal with us anonymously or by using a pseudonym (for example, if you are enquiring about our services generally). However, in certain circumstances, it would be impracticable for us to deal with you if you have not identified yourself, e.g., if you have made a donation and require a tax-deductible receipt.

In no instance will the ACHA Foundation sell your information to third parties. The ACHA Foundation will only use and disclose your personal information in accordance with the Privacy Act and the Australian Privacy Principles, including where use or disclosure is required by law, where we have your consent to use or disclose, for the purpose for which it was collected, or for related purposes that you would reasonably expect the ACHA Foundation to use or disclose that personal information.



2. What kinds of personal information does the ACHA Foundation collect and hold?

We will only collect the information needed for you to engage or deal with us.

The kinds of personal information collected by the ACHA Foundation may (but does not always) include:

- (a) the names, contact information (e.g. residential / mailing address, phone number, and email address), gender, signatures, and financial information (e.g. bank account or credit card details) of ACHA Foundation donors;
- (b) details of donors' donation history, emails, letters, and other interactions with the ACHA Foundation;
- (c) employer details in regard to workplace giving donations;
- (d) the names and postal / email addresses of persons who subscribe to ACHA Foundation emails.

3. How do we collect and hold your personal information?

3.1 Collection directly from you

We will collect personal information directly from you when it is practical to do so.

For example, this might be via a face-to-face discussion, telephone conversation, or online form.

3.2 ACHA Foundation website

You can generally interact with us via our website.

Our servers will collect the following details:

- (a) the date and time you visited our website;
- (b) our pages and/or documents that you visited;
- (c) your computer address;
- (d) the browser you are using.

Personal information will not be collected through our website without your consent. If you provide your personal information through our website, for example by filling out an online form, this Policy will apply to the handling of your personal information.

We use cookies. Cookies are small data files that are stored on your device's browser. They allow us to interact more effectively with your device. Cookies will not identify you, but they do identify your ISP (internet service provider) and browser type. We do not collect personal information through cookies. You can choose whether to allow cookies through your browser settings. However, some functions on our website may not work if you disable cookies.

If we provide links to other organisations' websites, we are not responsible for the content, privacy practices, or privacy policy of the other organisations.



3.3 Third parties

We may use third parties to fundraise or process donations on our behalf. These third parties will also collect your personal information directly from you when you provide it over the phone, through our website, in person, or by email. This may also include workplace giving. Please note that third-party organisations based in Australia are also bound by the Privacy Act and Australian Privacy Principles.

If someone makes a donation on your behalf and asks that you receive information about their gift, we will collect the personal information they provide about you.

3.4 Holding personal information

We store personal information in both paper and electronic form.

The security of personal information is important to us. We take reasonable steps to protect this information from misuse, interference, and loss, and from unauthorised access, modification, or disclosure. Some of the ways we do this include:

- (a) requiring our staff to maintain confidentiality;
- (b) implementing offsite and onsite document storage security;
- (c) imposing security measures for access to our computer systems;

We keep your personal information for the time periods required by law. After this time, generally up to 5 years, we securely de-identify or dispose of the information.

4. How we use your personal information

We use your personal information to carry out our charitable and related activities, including:

- (a) processing any donations you may send to the ACHA Foundation;
- (b) sending information to you about ACHA / ACHA Foundation updates and information on appeals;
- (c) respond to your questions, comments, compliments, or complaints;
- (d) analyse donor activity to improve our effectiveness including quality assurance.

5. How can you access the personal information that the ACHA Foundation holds about you and / or seek the correction of that information?

5.1 How can you access your personal information?

You can request access to the personal information that we hold about you, by contacting us on our contact details provided at Item 6.1 below.

If you request access to your personal information, we will need to confirm your identity. We may ask you to complete a request for access form.

We will generally respond to your request within 30 days, normally much sooner. If we grant access to your personal information, we will try to provide it in the form that you have requested. If that is not possible, we will provide a different means to access the information or discuss how access can be given through alternative means.



5.2 Correcting your personal information

We take all reasonable steps to ensure that the personal information we handle is accurate, relevant, and not misleading.

You have a right to request the correction of personal information we hold about you. You can request correction at any time by contacting us on our contact details provided below.

6. How can you contact us?

6.1 Contact information and complaints

If you have any questions about privacy, this Policy, or the way we manage your personal information, believe that the ACHA Foundation has breached your privacy rights and wish to make a complaint or raise a concern, or wish to correct or seek access to your personal information, please contact us on any of the following details:

Email: foundation@acha.org.au

Phone: 08 8275 3587

In writing at:

The Executive Officer
ACHA Foundation Inc.
1 Flinders Drive
Bedford Park SA 5042

Following our response(s), if you are not satisfied with how the ACHA Foundation has handled your matter, you may wish to contact the Office of the Australian Information Commissioner via:

Website: www.oaic.gov.au/about-us/contact-us-page

Phone: 1300 363 992

6.2 Opting Out

If you wish to opt out of communications, please advise the ACHA Foundation using one of the contact options listed above.

6.3 Changes to this Policy

ACHA periodically reviews and updates this Policy to ensure that it reflects our information handling practices. We will make available, free of charge, the current version of this Policy on our website at www.acha.org.au. Any changes to our Policy will take effect at the time of publishing.

Last updated: March 2023