

## PRIVACY POLICY

### YOUR PRIVACY IS IMPORTANT

This statement outlines the Royal Melbourne Hospital Neuroscience Foundation's policy on how the Royal Melbourne Hospital Neuroscience Foundation uses and manages personal information provided to or collected by it.

The Royal Melbourne Hospital Neuroscience Foundation is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. In relation to health records, the Royal Melbourne Hospital Neuroscience Foundation is also bound by the Victorian Health Privacy Principles which are contained in the Health Records Act 2001.

The Royal Melbourne Hospital Neuroscience Foundation may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Royal Melbourne Hospital Neuroscience Foundation's operations and practices and to make sure it remains appropriate to the changing legal environment.

This privacy policy assumes that you are resident in Australia. If you are resident in the UK or Europe, please contact us for more information regarding how we treat your personal information.

### **What kind of personal information does the Royal Melbourne Hospital Neuroscience Foundation collect and how does the Royal Melbourne Hospital Neuroscience Foundation collect it?**

The type of information the Royal Melbourne Hospital Neuroscience Foundation collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Full Name and Title;
- Company and Position;
- Postal Address;
- E-mail Address;
- Phone Number;
- Credit Card Details;
- Employment Contract;
- Residential Address;
- Date of Birth;
- Bank Account Details;
- Personal Identification.

**Personal Information you provide:**

The Royal Melbourne Hospital Neuroscience Foundation will generally collect personal information held about an individual by way of registered electronic donation platforms, donation forms, event registrations, phone calls, e-mails, and general mail. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

**Personal Information provided by other people:**

In some circumstances, the Royal Melbourne Hospital Neuroscience Foundation will be provided with personal information about an individual from a third party, for example, GiveNow, Good2Give, EverydayHero, GoFundraise, and The Royal Melbourne Hospital.

**In relation to employee records:**

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the Royal Melbourne Hospital Neuroscience Foundation's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between the Royal Melbourne Hospital Neuroscience Foundation and employee. However, the Royal Melbourne Hospital Neuroscience Foundation must provide access and ensure compliance with the Health Privacy Principles under the Victorian Health Records Act 2001.

**How will the Royal Melbourne Hospital Neuroscience Foundation use the personal information you provide?**

The Royal Melbourne Hospital Neuroscience Foundation will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, the Royal Melbourne Hospital Neuroscience Foundation will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out.

If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

We may use video surveillance for security purposes and the footage will be used only by the Royal Melbourne Hospital Neuroscience Foundation and by the providers of our security services for security purposes. Surveillance videos are not used by the Royal Melbourne Hospital Neuroscience Foundation for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

**Job applicants, staff members and contractors:**

In relation to personal information of job applicants, staff members and contractors, the Royal Melbourne Hospital Neuroscience Foundation's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which the Royal Melbourne Hospital Neuroscience Foundation uses personal information of job applicants, staff members and contractors include (but is not limited to):

- Processing of wages;
- Access to premises;
- Insurance purposes;
- To satisfy the Royal Melbourne Hospital Neuroscience Foundation's legal obligations.

Where the Royal Melbourne Hospital Neuroscience Foundation receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

**Volunteers:**

The Royal Melbourne Hospital Neuroscience Foundation also obtains personal information about volunteers who assist the Royal Melbourne Hospital Neuroscience Foundation in its functions or conduct associated activities, such as to enable the Royal Melbourne Hospital Neuroscience Foundation and the volunteers to work together.

**Marketing and fundraising:**

The Royal Melbourne Hospital Neuroscience Foundation treats marketing and seeking donations for the future growth and development of the Royal Melbourne Hospital Neuroscience Foundation as important. Personal information held by the Royal Melbourne Hospital Neuroscience Foundation may be disclosed to an organisation that assists in the Royal Melbourne Hospital Neuroscience Foundation's fundraising.

**Who might the Royal Melbourne Hospital Neuroscience Foundation disclose personal information to?**

The Royal Melbourne Hospital Neuroscience Foundation may disclose personal information, including sensitive information, held about an individual to:

- Government departments;
- People providing services to the Royal Melbourne Hospital Neuroscience Foundation;
- Registered electronic donation platforms;
- Anyone you authorise the Royal Melbourne Hospital Neuroscience Foundation to disclose information to.

**Sending information overseas:**

The Royal Melbourne Hospital Neuroscience Foundation will not send personal information about an individual outside Australia without:

- Obtaining the consent of the individual (in some cases this consent will be implied);
- Otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

We do not use overseas providers of IT services including servers and cloud services.

**How does the Royal Melbourne Hospital Neuroscience Foundation treat sensitive information?**

In referring to 'sensitive information', the Royal Melbourne Hospital Neuroscience Foundation means:

"information relating to a person's racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual".

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

**Management and security of personal information:**

The Royal Melbourne Hospital Neuroscience Foundation's staffs are required to respect the confidentiality of personal information and the privacy of individuals.

The Royal Melbourne Hospital Neuroscience Foundation has in place steps to protect the personal information that the Royal Melbourne Hospital Neuroscience Foundation holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

We have a data breach response plan in conjunction with The Royal Melbourne Hospital, which we would follow in the unlikely event of a privacy or data breach.

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you.

**Updating personal information:**

The Royal Melbourne Hospital Neuroscience Foundation endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the Royal Melbourne Hospital Neuroscience Foundation by contacting the Privacy Officer of the Royal Melbourne Hospital Neuroscience Foundation at any time.

The Australian Privacy Principles and the Health Privacy Principles require the Royal Melbourne Hospital Neuroscience Foundation not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

You have the right to check what personal information the Royal Melbourne Hospital Neuroscience Foundation holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which the Royal Melbourne Hospital Neuroscience Foundation holds about them and to advise the Royal Melbourne Hospital Neuroscience Foundation of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information the Royal Melbourne Hospital Neuroscience Foundation holds about you, please contact the Privacy Officer in writing.

The Royal Melbourne Hospital Neuroscience Foundation may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, the Royal Melbourne Hospital Neuroscience Foundation may charge a fee to retrieve and copy any material. If the information sought is extensive, the Royal Melbourne Hospital Neuroscience Foundation will advise the likely cost in advance.

**How long will the Royal Melbourne Hospital Neuroscience Foundation keep my information?**

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

**Enquiries and privacy complaints:**

If you would like further information about the way the Royal Melbourne Hospital Neuroscience Foundation manages the personal information it holds, please contact the Privacy Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then please contact the Privacy Officer who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns, we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting, you can then refer your complaint to the Office of the Australian Information Commissioner via:

- E-mail: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- Phone: 1300 363 992
- Fax: +61 2 9284 9666