

## **COMMITMENT TO PRIVACY – DONORS STATEMENT**

In Australia new Commonwealth privacy laws came into force on 21 December 2001. UnitingCare Children, Young People and Families is committed to ensuring that the information you provide to us remains secure and that you are aware of what information is held and your rights. The NSW State Government also has privacy requirements defined in the following Acts:

- Privacy and Person Information Protection Act 1998 (PPIPA)
- Health Records and Information Privacy Act 2002 (HRIPA)
- Children and Young Persons (Care and Protection) Act 1998
- Community Welfare Act 1987

### Information you provide

When you become a donor you are generally asked to provide us with your name and contact details. This is information which can identify you, and under the Privacy Amendment (Private Sector) Act 2000 is known as personal information. The Act also refers to certain information which is known as sensitive information, however, we do not collect or hold any sensitive information about our donors.

We take very seriously the need to keep all information we hold on you secure, so all written materials containing your details are stored in secure areas and computer records can only be accessed by authorised staff. We are also members of the Fundraising Institute of Australia and operate in accordance with the Institute's Code of Ethics.

You are welcome to see what information we hold on you, as we want to make certain that your information is accurate and kept up to date. All you have to do is ring or write to the Director, Social Justice Partnerships and Communication at UnitingCare Burnside, PO Box W244, Parramatta, NSW 2150 and allow at least five (5) working days to arrange access.

If you find any inaccuracies in the information please let our Director, Social Justice Partnerships and Communication know.

### How we use information

UnitingCare Children, Young People and Families uses the information you give us for the purposes of processing donations, fundraising and keeping a record of the history of donations from our donors.

When we write to you seeking your support we are working to raise public awareness of our programs and their needs. This is why we often send information on particular areas of need. Please remember, however, that you are under no obligation to respond unless you are able to or would like to. If you want, you can ask us not to contact you any more.

We may use the information for internal reviews and analysis and may also use it to produce certain consolidated statistics about our donors. Sometimes we will also use consultants to provide us with expert advice on research and analysis. We will only use consultants who have proper privacy protection practices. We will not otherwise disclose your individual information, nor sell, trade or rent that information for any purpose.

For major fundraising campaigns using letters, the donor mailing details will be forwarded to a mailing house with clear instructions on how to use the information and to destroy it once the mailout has been completed. The mailing house is not permitted to on-sell the information or to use the details for any other fundraising or marketing activities.

#### Consent

By giving your personal information you are consenting to our use of this information in accordance with the principles outlined in the Privacy Policy. If at any time we change the Privacy Policy, we will post those changes on our website so that you are kept fully informed.

#### Privacy Officer

If you wish to request access to or correct your personal information or if you have any queries regarding our Privacy Policy, please contact our Privacy Officer on 02-9407 3201 or Fax 02-9687 6349 or by writing to: email [privacy@burnside.org.au](mailto:privacy@burnside.org.au) or The Privacy Officer, UnitingCare Burnside, PO Box W244, Parramatta, NSW, 2150.

Thank you for your support