



AUSTRALIAN ROTARY HEALTH RESEARCH FUND

Privacy Policy

The Australian Rotary Health Research Fund (ARHRF) is conscious of the privacy concerns of its members and the people with whom it deals. Protecting your privacy and the confidentiality of your personal information is fundamental to the way we do business. The ARHRF is an organisation that is by nature personal information intensive. It relies on comprehensive and accurate personal information about its members and others with whom we deal. We have robust systems and procedures in place to protect your privacy whenever we collect, store, use or disclose your personal information.

How we collect your personal information

We collect most personal information directly from you. For example, we may collect personal information when you fill in an application form, coupon or survey, deal with us over the telephone, send us a letter or email, visit our website, or when you have contact with us in person. The type of personal information we collect includes official and preferred names, titles, postnominals, personal awards, private and business address details, telephone and facsimile contact details both private and business, email addresses, date of birth, gender, and areas of interest. There may be occasions when we need to source personal information about you from a third party, such as when you are nominated for an honour award or if you apply for research funding or a scholarship.

Use and disclosure of your personal information

We collect your personal information to provide you with a particular product or service and to contact you about matters pertaining to membership or support of the Fund. We may use or disclose your personal information for purposes related or ancillary to the main reason we collect it, such as:

- Internal accounting and administration
- Regulatory reporting and compliance
- Helping us to identify and inform you about other services that may be of benefit to you.

We treat all personal information we hold about you as confidential. This applies except where disclosure of your personal information is:

- Compelled by law - eg. Disclosure to courts under subpoena
- With your consent

Disclosure to third parties

We may contract out some of our functions and activities. For example, we may disclose information to allow printing of renewal invoices, membership and donation records. We may also provide names and address to a mailing house to mail information to you. In these situations, we prohibit the third parties from using personal information about you except for the specific purpose for which we supply it. We make certain registers and list publicly available. For instance, if you are recorded on a register or other listing or if you are an office bearer, a committee, or panel, we disclose personal information such as name and contact details through various means, either through publications, websites or verbally to members of the public.

We keep your personal information up to date

If we have accurate personal information about you, it enables us to provide you with the best possible service. We take reasonable steps to ensure that your personal information is accurate, complete and up to date whenever we collect or use it.

You can access your information

On request we will provide you with information supplied and held about you, which is readily accessible and which may lawfully be provided. Your request to provide information will be dealt with in a reasonable time.

We store your personal information securely

We protect any personal information that we hold about you from misuse and loss. We protect your privacy by restricting access to your personal information to those staff that need it, either to process information or to provide you with the services you have asked for. Your personal information may be stored in hardcopy documents, as electronic data, or in ARHRF's software or systems. We maintain physical security over our paper and electronic data stores and premises. We also maintain computer and network security. For example, we use systems such as user identifiers and passwords to control access to computer systems.

We respect your decision not to receive mail

On request we will remove your address details from our records and discontinue sending promotional material.

Resolving your concerns

If you believe that the privacy of your personal information has been compromised, you are entitled to complain. If you have a complaint, contact the area where you believe the breach has occurred. If your complaint is not resolved to your satisfaction, forward a written complaint to:

The Chief Executive Officer
ARHRF
PO Box 3455
Parramatta NSW 2124

A written complaint must include a return address, and identify the conduct that is the basis for the complaint. There are no requirements for lodging a complaint.