

Down Syndrome Federation National Privacy Policy

Privacy Policy

This Privacy Policy explains how Down Syndrome Australia and the members of the Down syndrome Federation (Down Syndrome Victoria, Down Syndrome Queensland, Down Syndrome WA, Down Syndrome Tasmania, Down Syndrome NSW, and ACT Down Syndrome Association; collectively referred to as 'The DSA Federation' throughout this document) collects, uses, discloses and otherwise handles personal information in accordance with the Australian Privacy Principles (**APPs**) which are contained in the *Privacy Act 1988* (Cth) (**Privacy Act**). Each organisation will also be adhering to local privacy regulations which are relevant for their State/Territory.

For the purposes of this policy, 'personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

If you have any questions or feedback about this policy or the way in which the DSA Federation handles personal information you can contact us on the details below.

Contacting Us

Down Syndrome Australia (and its Federation Members)

Mail: 18/71 Victoria Crescent Abbotsford VIC 3067

Email: info@downsyndrome.org.au

Telephone: 1300 881 935

For contact details of Individual Federation members, please refer to our website at www.downsyndrome.org.au.

What types of personal information do we collect?

The types of personal information that we collect about you will depend on the type of dealings you have with us.

For example, if you:

- **seek advice or information**, we may collect your name, contact details, details of the person you are contacting us regarding (if applicable), information about your circumstances, and information about the matter you are seeking assistance with

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- **join up as a member of one of the DSA Federation organisations**, we may collect your name, contact details, details of the person you are supporting (if applicable), and information about your circumstances.
- **provide services to our clients**, we may collect your name, organisation and contact details
- **become a volunteer with us**, we may collect your name, contact details and emergency contact information
- **register for a subscription to our newsletter**, we may collect your name, organisation and contact details and details about the information you access in our publications
- **make a donation to us**, we may collect your name, organisation, contact details, the amount and frequency of your donation and payment details
- **purchase something from our online store**, we may collect your name, organisation, contact details, the amount and frequency of your donation and payment details
- **attend a professional development or training program or attend another DSA Federation organisation event**, we may collect your name, organisation, contact details, payment details (if applicable) and any dietary and accessibility requirements (if applicable)
- **participate in our surveys**, we may collect your name, organisation contact details and your survey responses
- **download a resource from our website or use a web application**, we may collect your name, organisation and contact details and details of the resource you downloaded or web application that you used
- **send us an enquiry**, we may collect your name, contact details, information about your circumstances and details of your query
- **make a complaint**, we may collect your name, contact details, the details of your complaint, information collected in any investigation of the matter and details of the resolution of the complaint
- **are a staff member**, we will collect the information on your employee information form including your contact details, bank account number, payroll information, supervision and appraisal notes
- **apply for a role at a DSA Federation organisation**, we may collect the information you include in your application, including your cover letter, resume, contact details and referee reports.

Please note, there may be additional situations in which the DSA Federation will require your personal information. In those situations, we will collect the information we require in order to provide you with information, services or support.

Sensitive information

Some personal information, such as information relating to racial or ethnic origin, religious beliefs or affiliations, health information (including mental health information and information about a disability),

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genetic information and whether or not you have a criminal record is sensitive and requires a higher level of protection under the Privacy Act. We may collect your sensitive information when we have your consent and when the collection is reasonably necessary for us to carry out one or more of our functions or activities. Sensitive information is generally relevant to participation in our NDIS Services.

What if you don't provide us with your personal information?

In some circumstances we allow individuals the option of not identifying themselves, or of using a pseudonym, when dealing with us (for example, when viewing our website, responding to surveys or making general phone queries). Donations may also be made anonymously, but in this case the DSA Federation may not be able to issue a tax-deductible receipt.

How do we collect personal information?

We collect personal information in a number of ways, including:

- through our websites (for example, if you choose to donate to us online through our secure payment gateway or submit an online enquiry or membership form)
- through other online platforms that we may use to register for our events or programs, or conduct surveys
- when you correspond with us (for example by letter, email or telephone)
- on hard copy forms or third party apps such as Care Monkey
- in person (for example, at face to face meetings)
- at events and forums
- from third parties who refer you to us for assistance with your consent

How do we access personal information?

Client and family information may be accessed by the Executive Officer (or delegate) and staff immediately of the DSA Federation organisation involved in the service provided to the person. Contact information and general information about services provided will also be shared with the CEO of DSA for purposes of grant reporting, evaluation and distribution of National communications (such as the Voice magazine). Staff information may be accessed by Management staff of the DSA Federation organisation of which you are employed.

Why do we collect personal information?

The main purposes for which we collect, hold, use and disclose personal information are set out below. Please note that while we outline the main purposes there may be additional situations which require us to collect and use personal information. :

Education, information, and outreach including advocacy

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- providing information or resources including through newsletters, our Voice magazine or direct emails
- identifying whether clients have any additional needs, such as an interpreter or disability assistance
- endeavouring to arrange for the provision of assistance (e.g. information or advocacy) to clients
- referring clients to other agencies where the client has provided consent
- carrying out advocacy and policy work
- promoting the DSA Federation and its activities, including through events and forums
- conducting research and statistical analysis relevant to the DSA Federation activities
- preparing client stories for use in advocacy work, reports to funding organisations and in publications (clients will not be individually identified without their consent)
- running professional development programs
- running community training programs related to Down syndrome
- outreach activities, including community-based activities and online campaigns to promote our services

Fundraising

- seeking funding and donations
- organising fundraising events
- reporting to funding providers

DSA Federation Staff

- declaring information to the Australian Taxation Office
- for your employer contract
- to complete your employee detailed information, including emergency contact details, medical details, Police and Working with Children Checks, qualifications, payroll and superannuation details.

General administration

- recruiting staff, contractors and volunteers
- processing payments
- answering queries and resolving complaints
- evaluating our work and reporting externally

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Direct marketing

Direct marketing is the promotion of goods and services directly to you including through emails, SMS, phone calls and the post. We will only send you direct marketing materials if you would reasonably expect to receive them or you have consented. If it is impractical to gain your consent, we will always provide a simple means for you to request not to receive the material ('opting out'). We will not use your sensitive information for the purposes of direct marketing unless you have given us prior consent.

How can you opt out of receiving further communications from us?

You can opt out of receiving communications from us by:

- advising us if you receive a call that you no longer wish to receive these calls;
- using the self-service portal on our website to manage your communications preferences;
- using the unsubscribe facility that we include in our commercial electronic messages (such as email and SMS) to opt out of receiving those messages, or
- contacting us by email at info@downsyndrome.org.au, by phone on 1300 881 935 or by mail at 18/71 Victoria Crescent Abbotsford VIC 3067.

Who do we disclose your personal information to?

A DSA Federation will only use or disclose personal information about an individual for the purposes for which it was collected unless:

- you have consented to the use or disclosure
- for medical treatment or emergency
- you would reasonably expect us to use or disclose the information for the other purpose which is directly related to the original purpose
- the use or disclose is required or authorised by law and/or under the Act
- when required by Commonwealth Law, or to fulfil legislative obligations such as mandatory reporting.

The nature of the services provided by the Down Syndrome Federation means that it is sometimes necessary for us to disclose your personal information to other parties. We will ordinarily let you know who we will disclose your personal information to when we collect the information from you (unless there are practical reasons for not informing you).

Common third parties we might need to disclose your personal information to include:

- our funding providers (although personal information will only be provided with consent)
- financial institutions for payment processing

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- referees whose details are provided to us by job applicants
- our contracted service providers which include:
 - information technology service providers
 - conference, function and training organisers
 - marketing, communications and research agencies
 - freight and courier services
 - printers and distributors of direct marketing material
 - external business advisers (such as recruitment advisors, auditors and lawyers)

In the case of these contracted service providers, we may disclose personal information to the service provider and the service provider may in turn provide us with personal information collected from you in the course of providing the relevant products or services

Cross border disclosures

We may disclose personal information to our contracted information technology service providers that may be hosted off-shore.

Storage and security of the information we hold

We hold personal information in both hard copy and electronic formats. Paper files are stored in secure cabinets onsite. They may also be archived in boxes and stored offsite in secure facilities.

How Is the information collected kept secure?

The security of your personal information is important to us and we use the recommended industry standards when storing and dealing with your personal information. We use a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology to process any financial transactions.

The steps we take to secure the personal information we hold include:

- ensuring personal data is collected in a fair and lawful way
- ensuring that only the minimum amount of information needed is collected and used
- website protection measures (such as encryption, firewalls and anti-virus software)
- access restrictions to our computer systems (such as login and password protection)
- restricted access to our office premises
- Access restrictions and logins to our member database that prevent one Federation organisation seeing another Federation organisation's member information, other than Down Syndrome Australia who can view all Federation organisations member information.

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- conducting regular privacy audits
- staff training and implementation of workplace policies and procedures that cover access, storage and security of information. Any unauthorised disclosure of personal data to a third party by an employee or volunteer may result in termination.

While the DSA Federation strives to protect the personal information and privacy of users of our website, we cannot guarantee the security of any information that you disclose online and you disclose that information at your own risk. If you are concerned about sending your information over the internet, you can contact the DSA Federation by email at info@downsyndrome.org.au, by phone on 1300 881 935 or by mail at 18/71 Victoria Crescent Abbotsford VIC 3067.

You can also help to protect the privacy of your personal information by letting us know as soon as possible if you become aware of any security breach.

To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.

Third party websites

Links to third party websites that are not operated or controlled by the DSA Federation are provided for your convenience. The DSA Federation is not responsible for the privacy or security practices of those websites. Third party websites should have their own privacy and security policies, which we encourage you to read before supplying any personal information to them.

Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage. By using our website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy - external site and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google - external site.

How can I get access to or correct the Information you hold about me?

We will at times, send out reminders to people asking them to check their details which is good practice. However, please note that if no response is received our staff will be required to use their own judgement as to whether or not to keep your details. This will involve considering whether or not you will be disadvantaged more by not receiving information.

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We will take reasonable steps to provide you with **access** to your personal information. We may however charge a fee to cover our reasonable costs of locating the information and providing it to you.

We will take reasonable steps to **correct** your personal information if we are satisfied that it is inaccurate, out of date, incomplete, irrelevant, or misleading. If we have provided your personal information to third parties we will also notify them of the correction if you ask us to do so, unless it is impracticable or unlawful.

If you are on our database you can access your information and provide your contact preferences through our self-service portal. You can access the portal from the National Website by clicking on the “Log In” button at the top of the screen. Your username will be the email address that we have for you.

If you are unable to access the self-service portal, you can make requests to access and correct your information should be made by email at info@downsyndrome.org.au, by phone on 1300 881 935 or by mail at 18/71 Victoria Crescent Abbotsford VIC 3067. Note that we will need to verify your identity before processing your request. We will endeavour to respond to your request within 30 days.

If we do not agree with your request to access or correct your information, we will provide you with written reasons for our decision and available complaint mechanisms.

What do I do If I want to make a complaint?

If you have a complaint about how the DSA Federation has collected or handled your personal information, please contact us by email at info@downsyndrome.org.au, by phone on 1300 881 935 or by mail at 18/71 Victoria Crescent Abbotsford VIC 3067.

We will ask you to complete a Complaint Form, which provides us with the details we need from you to assess your complaint. We can assist you with completing the Form if required. We will endeavour to respond to your complaint as within a reasonable timeframe (no longer than 30 days). Each organisation will have specific timeframes for responses to complaints. (Complex cases may take longer to resolve, we will keep you updated on the progress of your complaint).

If you are unhappy with our response, you can refer your complaint to the **Office of the Australian Information Commissioner or through the relevant regulatory organisation in your State/Territory.**

How do I know If the Privacy Policy changes?

If the DSA Federation decides to or is required to change its Privacy Policy, we will notify you of such amendments via our website so that users are always aware of what information is collected by us, how it is used and the way in which information may be disclosed. As a result, please refer back to this Public Privacy Policy regularly to review any amendments.



Down Syndrome
Australia

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