



PRIVACY POLICY

INTRODUCTION

Marist Mission Centre (MMC) is the international development arm of the Marist Fathers for the Province of Australia. Our motto is 'sustaining hope'. Our primary focus is to promote sustainable change for the most vulnerable and disadvantaged especially women and children. A core value of MMC is promoting the dignity of the human person as affirmed by the Gospel and internationally recognised human rights conventions.

MMC is committed to protecting the privacy of personal information which the organisation collects, uses, holds, discloses, administers, keeps secure and gives access. MMC is bound by the Privacy Act 1988 (Cth) (Privacy Act), which includes the Australian Privacy Principles (APPs) and which regulates the way MMC collects, uses, holds, discloses, administers, keeps secure and gives access to personal information.

MMC recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand and made accessible to them on the other hand. These privacy values are reflected in this policy, which is compliant with the Privacy Act.

DEFINITION OF PERSONAL INFORMATION

Information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

PURPOSE

The purpose of this policy is to provide a framework for MMC in dealing with the privacy, confidentiality and data security considerations of volunteers and any other organisational stakeholders.

This policy applies to the type of information MMC collects and the manner in which MMC collects, uses, discloses, keeps secure, stores and gives access to, the personal information obtained through the MMC website and social media, at MMC – associated events, or participation in MMC programs.

SCOPE

This policy applies to Trustees, MMC committee members, employees, volunteers, partners and other stakeholders who operate under the auspices of MMC.

If any person provides us with their personal information, or the personal information of a child where that person is the child's parent or guardian, then that person agrees to the information being collected, held, used and disclosed as set out in this Privacy Policy.

CHANGES TO THIS PRIVACY POLICY



PRIVACY POLICY

MMC may update and revise this Privacy Policy from time to time. The current version of the Privacy Policy can be accessed on our website, www.maristmissions.com.

WHAT KIND OF PERSONAL INFORMATION DOES MMC COLLECT AND HOLD?

MMC will only collect personal information from its stakeholders for the purposes outlined below. Accordingly, MMC will collect the following information:

- The stakeholder's full name, date of birth and contact details (including residential address, email address and fax and telephone number);
- The stakeholder's financial information to facilitate monetary donations and refunds, such as credit card and bank account details.

HOW MMC WILL COLLECT AND HOLD INFORMATION

MMC will only collect and hold personal information when it is provided on a voluntary basis.

MMC also uses a third-party software platform, Donman, to collect and store personal information for access by MMC. There are security measures in place that enable MMC to restrict Donman's access to its database to times when it requires technical support. Further, Donman also complies with the Payment Card Industry Data Security Standards.

MMC will only collect and hold personal information when it is received from stakeholders directly, including:

- Through the stakeholder's use of MMC website with includes Donman;
- From communications between the stakeholders and MMC and its employees and representatives (including communications conducted in person, over the phone, by email, by postal mail or otherwise); and
- From promotional and marketing activities undertaken by MMC, in which MMC requests or otherwise receives personal information from the stakeholder.

MMC will only collect and hold personal information in relation to a child where that information has been verified by the child's parent or guardian, unless specific circumstances require that the information collection be made directly from the relevant child.

USE OF MMC WEBSITE

MMC may use "cookies" to assist MMC aggregate statistical information about site usage. "Cookies" contain no personally identifiable information, but are small alphanumeric text files.

STORAGE AND SECURITY



PRIVACY POLICY

All personal information MMC collects will be held securely and in accordance with this Privacy Policy. MMC will take all reasonable steps to protect any personal information collected and stored against misuse, loss, unauthorised access and modification through the use of secure passwords, user logins, or other security procedures, including firewalls and anti-virus technology.

MMC will also conduct annual audits to ensure the integrity of the MMC information and communication technology systems.

All MMC employees are made aware of their obligations under the Privacy Act. Ongoing training is provided to ensure that we adhere to our established security practices.

However, MMC cannot provide any assurance regarding the security of information transmitted to MMC online, as the internet is inherently insecure. Nor can MMC guarantee the supply of information to MMC from a stakeholder will not be intercepted. Information a stakeholder transmits to MMC online is at the stakeholder's own risk.

PURPOSES FOR COLLECTION AND HOLDING OF PERSONAL INFORMATION

Use of personal information

- MMC will only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- Personal information may be used for the following purposes:
 - Maintaining accurate fundraising and donor receipts;
 - Processing donations and issuing tax receipts;
 - Acknowledging support, responding to comments, enquiries, suggestions and complaints and providing information and updates about MMC programs;
 - Improving the quality of our services and for training purposes;
 - Issuing MMC publications;
 - Undertaking administration, marketing or promotional activities for MMC;
 - Meeting professional and legal requirements.
- In relation to a secondary purpose, MMC will use the personal information only where:
 - A secondary purpose is related to the primary purpose and the individual would reasonably have expected MMC to use it for these purposes;
 - Court order (including in Family Law matters);
 - The person has consented; or
 - Certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- In relation to personal information which has been collected from a person, MMC will only use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose,



PRIVACY POLICY

and MMC has provided an opt out and the opt out has not been taken up. A stakeholder may opt at any time using the below contact details.

- For other uses, MMC will obtain consent from the person concerned.

Disclosure of personal information

MMC will:

- Only share personal information within MMC;
- Not share any personal information with third parties, except as provided by civil Privacy Legislation;
- Undertake never to trade, sell, lend or rent any personal information to any other third party for any reason, nor will we provide it to third parties unrelated to the purposes for which MMC may use the personal information, as outlined above.;
- Provide all individuals access to their own personal information, and a child's personal information where the person requesting the personal information is the child's parent or guardian, except where disclosing the personal information may be a threat to life or health or MMC is authorised by law to refuse to disclose the information.

HOW A STAKEHOLDER CAN ACCESS AND CORRECT PERSONAL INFORMATION HELD BY MMC

Stakeholders may request access to any of their personal information held by MMC. Generally, if the personal information held by MMC about the stakeholder is incorrect, the MMC will correct it at the stakeholder's request.

The stakeholder's right to access is subject to some exceptions allowed by law. MMC will notify the stakeholder of the basis for any denial of access to their personal information.

Stakeholders may contact the MMC Executive Officer using the below contact details to request access to any of their personal information held by MMC.

MMC will not charge a stakeholder for making a request for access to personal information, for making a request to correct the information or making a request to associate a statement regarding accuracy with the personal information if MMC disagrees with the stakeholder that the information is incorrect.

HOW A STAKEHOLDER CAN COMPLAIN ABOUT A BREACH OF PRIVACY

If a stakeholder has a complaint about a breach of this Privacy Policy including the manner in which MMC has collected, held, used, disclosed, kept or given people access to the stakeholder's personal information, then the stakeholder may make a complaint to MMC using the contact details set out below. The stakeholder will need to provide MMC with sufficient details regarding their complaint and any supporting evidence.

The stakeholder's complaint will be referred to the MMC Executive Officer who will investigate the issue and determine the steps MMC will take to resolve the complaint. MMC may ask the stakeholder to provide additional information.



PRIVACY POLICY

MMC will notify the stakeholder in writing of its response, generally within 30 days. If for any reason MMC needs additional time to provide a considered response to the complaint, MMC will contact the stakeholder to explain the delay and provide the expected timeframe. If the stakeholder is not satisfied with MMC's response, then the stakeholder can contact MMC to discuss their concern and if dissatisfied, can refer the complaint to the Officer of the Australian Information Commissioner , www.oaic.gov.au.

IS MMC LIKELY TO DISCLOSE PERSONAL INFORMATION TO OVERSEAS RECIPIENTS?

MMC will only disclose the donor's personal information (not including credit card and bank account details) to an overseas entity where the donor or its authorised representative explicitly authorised the disclosure of their personal information to the overseas entity.

RIGHT TO ANONYMITY AND PSEUDONYMITY

Stakeholders may choose to withhold their identity (or to use a pseudonym) when dealing with MMC. However, this may impact on MMC's ability to respond to the stakeholder, or provide them with any necessary or desirable information.

REQUEST A COPY OF THIS PRIVACY POLICY AND FURTHER INFORMATION

A copy of MMC's Privacy Policy is available from the MMC website, www.maristmissions.com. Stakeholders can also request a copy of the Privacy Policy to be sent to them:

- By email, by emailing the request to admin@maristmissions.com
- By mail, by calling 02 9844 2275, or by writing to MMC at Locked Bag 5002, Gladesville NSW 1675.

CONTACT DETAILS

If a stakeholder has any questions, would like to make a complaint about how MMC has managed their personal information, or would like a copy of MMC's Privacy Policy, then please contact the MMC Executive Officer:

Phone: 02 9844 2275

Email: admin@maristmissions.com

Mail: Locked Bag 5002, Gladesville NSW 1675