



## Privacy Policy

### **Our Commitment to Privacy**

The ELPIS Foundation of Australia takes its privacy obligations seriously and is compliant with Australian Privacy Law.

The ELPIS Foundation of Australia respects the privacy of every visitor to our website. This Privacy Policy describes how we collect information from our visitors and what we use it for, principally in compliance with the Privacy and Personal Information Protection Act 1998 (NSW).

This Policy is subject to change and updates from time to time. By visiting and providing information via our website, you agree to this Policy. We may change this policy by uploading a revised policy onto our website. The change will apply from the date that we upload the revised policy.

The ELPIS Foundation of Australia is committed to protecting your privacy. Our Privacy Policy sets out how we collect and manage personal information and the steps we take to protect it. Your use of the ELPIS website indicates that you accept the Privacy Policy and approve the collection, use and disclosure by ELPIS of your personal information according to the terms of the Policy.

### **Sensitive Information**

As part of our process, we may collect sensitive information from you. This may include information about your gender, age, date of birth, disability, mental health, racial or ethnic origin, health, religious affiliation, criminal convictions and other information relevant to your treatment, that is included in the category of 'sensitive information' under the Privacy Act 1988 (NSW).

If we do so, we will comply with the Privacy Laws in handling that information and will not disclose it to any third party or use it for any purpose without your consent.

We will not collect sensitive information about you unless you have consented; it is required by law; or in other special specified circumstances, for example relating to health services provision and individual or public health or safety.



You are entitled to request access to your personal information held by us. This is provided upon request by you. We may require you to verify your identity and comply with other risk processes or access restrictions imposed or permitted by law before we can provide your information to you.

## **Your Obligations**

You must provide true, current and complete information in your dealings with the ELPIS Foundation of Australia and must promptly update that information as required so that the information remains true, current and complete.

## **What We Collect and How We Use It**

Our website provides a simplistic way for you to access information about our organization and donate to our cause, helping those in need affected by alcohol and drug use. We collect information (name, email, address, phone number, bank details) from donors and clients and will only use this information for communication with the relevant personnel, supports and for processing donations and admissions.

You may contact us to update your details at any time to ensure that the information the ELPIS Foundation of Australia holds about you is complete, accurate and up to date. You may also request us to give you access to your personal information at any time, and, if you do not wish us to retain that information, you may request us to remove it. We do not permit access of any private information collected to any other person or organization, other than for the purposes of the ELPIS Foundation of Australia.

Personal information may be collected in hard copy form or electronic. Hard copy records are required to be held securely. Electronic records are held in databases with security safeguards.

## ***Purposes for Collecting and Holding Personal Information***

We collect, hold and use personal information for the primary purposes for which it was collected, as set out in this Policy. Our primary purposes for collecting personal information include:

- to provide services and information, including information about what we do;
- to handle enquiries, complaints and feedback;
- to satisfy legal obligations and comply with laws;
- to enable proper governance processes such as internal and external audits;



- to comply with requirements of funding bodies as part of funding agreements with us;
- to operate fundraising and charitable activities which support our objectives.

*Other purposes include:*

- to contact donors, supporters or potential supporters and other individuals who may have an interest in the work that we do;
- to provide receipts for donations, seek feedback, send invitations to events and let our donors, supporters and prospective supporters know about the work we are doing or activities and developments at the ELPIS Foundation of Australia, so that they can understand what we do, hear about the outcomes of their support and participate in events;
- to let you know about matters relating to the Foundation;
- to operate fundraising and charitable activity in support of our objectives;
- to gather feedback from you and other individuals about the quality of services that we provide so that the services we provide can be continuously improved, including by using data to provide us with statistics and insights which assist us in our analysis, fundraising and other activities;
- to satisfy legal obligations, comply with applicable laws and meet the requirements of bodies which regulate the services we provide;
- to understand, through aggregated information, trends and patterns which we use for research and advocacy;
- for other purposes which you have consented to.

### ***Destruction and De-identification***

When personal information about an individual held by the ELPIS Foundation is no longer required to meet the Foundation's objectives, it may still need to be retained for audit and compliance purposes, to comply with applicable laws or requirements of government or other funding bodies and for archiving purposes. Otherwise, we will endeavour to have it removed from our system when it is no longer required or alternatively to have it de-identified where reasonably practicable to do so.



### ***Protecting your personally identifiable information***

We will take reasonable steps to keep your personally identifiable information obtained through any of our Services safe from loss, unauthorised activity, or other misuse.

While we take reasonable steps to maintain secure internet connections, if you provide us with personally identifiable information over the internet, the provision of that information is at your own risk.

### ***Your anonymity***

Whenever it is lawful or practicable, you will have the option of not identifying yourself when dealing with the ELPIS Foundation of Australia.

### ***Advertising***

[elpisfoundation.org.au](http://elpisfoundation.org.au) does not host any form of advertisement.

### ***Disclaimers***

While every care has been taken in the preparation of the information contained on our Website and in the provision of our Services, to the extent permitted by law, we and our service providers, employees and directors have no liability or responsibility to you or any other person for any Loss in connection with:

- our Website being unavailable (in whole or in part) or performing slowly;
- any error in, or omission from, any information made available through our website;
- any exposure to viruses or other forms of interference which may damage your computer system or expose you to fraud when you access or use our Website. To avoid doubt, you are responsible for ensuring the process by which you access and use our website.

### ***Contacting us***

If you have any questions around this Privacy Policy, you may send us an email at [info@elpisfoundation.org.au](mailto:info@elpisfoundation.org.au).