

Policy Statement

Gold Coast Hospital Foundation is committed to protecting user privacy. The Foundation understands and appreciate that visitors and users of the Foundation and website are concerned about their privacy and the confidentiality and security of any information that may be provided.

Personal information including name, email address, postal address, telephone number and credit card details will only be used by Gold Coast Hospital Foundation to provide services requested and for receipting purposes. This policy extends to agencies formally engaged to undertake fundraising, event and other service activity on behalf of the Foundation. Under no circumstances, will personal information be provided to another source by Gold Coast Hospital Foundation.

Intent of this policy

The intent of this policy is to ensure a formal statement of principles concerning the protection of personal information provided to the Foundation by its donors, supporters, partners and suppliers and should be read in conjunction with the Privacy Act. The purpose of this policy is to promote responsible and transparent practices in the management of personal information in accordance with the related legislation and policies.

Scope

This policy applies to all personal information, related to donors, prospective donors, sponsors and fundraisers, held by Gold Coast Hospital Foundation staff, regardless of the format in which the information is held (e.g. paper, electronic, verbal, etc.).

Principles

The Foundation collects personal information from clients that is necessary for it to perform its functions. The types of personal information the Foundation collects, and the purposes of collecting that information, include:

- Donors and sponsors - when a donation is made, including via the website, in person, over the phone, by direct deposit, via email, by post, or through our fundraising personnel or volunteers as part of any of our fundraising events or activities or at our offices, the Foundation collects and stores in its database name, phone number, address, email address, date of birth, payment and billing details (including credit card details if relevant), and other contact information. The Foundation uses a secure payment Gateway which encrypts credit card numbers as soon as it is entered into the computer to prevent unauthorized access and transaction numbers are assigned to keep track of payments. With consent, this information may include health or other sensitive information, for example the Foundation may ask if you or your family members have been treated at the Gold Coast Health previously. The Foundation will use this information to process the donation, complete a tax receipt, send further information about the Foundation and for promotional purposes. The Foundation engages third party service providers to process electronic payment of donations, store and manage personal information and to contact donors for fundraising purposes.
- Supporters and volunteers - the Foundation may also collect its supporters' and volunteers' names, phone numbers, addresses, email addresses, and other contact information, records of communication between them and the Foundation and other personal information about current and

potential supporters and volunteers so that the Foundation can encourage, record and acknowledge their support and communicate with them about the Foundation and its activities.

- Patients – the Foundation may receive or request details about individual patients, such as their name, age, medical condition, medical treatment, and medical history, for media purposes, and may communicate directly with patients and their families for this purpose. All patient information received and collected by the Foundation will be treated in the strictest confidence, and will not be made public or distributed to the media without prior patient consent.
- Distributing publications – the Foundation collects contact details (which may include name, phone number, address, email address, and other contact information) when individuals interact with us in order to distribute newsletters and other communications in print and electronic form from time to time. Recipients may choose to have their names and addresses removed from the Foundations distribution lists by contacting the Foundation.
- Conducting events – the foundation collects contact details, donation history and other personal information, including photographs and videos, about patients and their family members, donors, volunteers and other supporters who wish to join or participate in events, programmes the Foundation conducts and publications. This information is used to administer these events, promote and seek support for such events, share individuals' stories with the community and for the activities of the Foundation. With the consent of the relevant person, this information may include health or other sensitive information.
- Assisting with queries – clients, donors, supporters, volunteers, stakeholders etc. may choose to provide the Foundation with their name or other contact details when they call by phone or write so that the Foundation can respond to requests for a newsletter or for other information about the Foundation's services or operations.
- Conducting our general business activities - the Foundation collects personal information about individuals who are, or are employed by, our suppliers (including service and content providers), contractors and agents for general business operations.
- Applying for a position (as a volunteer or employee) with the Foundation – the Foundation may collect personal information, including name and contact details, information about working history and relevant records checks (including criminal and working with children checks) when applying for a position, in order to assess suitability for that or other positions. With consent, this information may include information or an opinion about other sensitive information.

Occasionally, the Foundation may need to collect information about an individual from third parties including parents, carers, guardians or other third party information sources. The Foundation will do this if the individual has provided consent for the Foundation to collect, use or disclose the information in this way, or where it is not reasonable or practical to collect this information directly from the individual.

Disclosing personal information

The Foundation uses and discloses personal information it collects to:

- process donations and communicate with donors and supporters, including sending information (which may be by phone, post, email or other electronic means);
- communicating with donors and supporters, patients and their family members, employees and volunteers (including responding to queries and complaints) and distributing publications, conducting fundraising events and raising awareness about fundraising activities;
- general business activities, including interacting with contractors and service providers, billing and administration including measuring and assessing the level of support received and the effectiveness of fundraising activities and assessing applicants for positions with the Foundation.

The disclosure referred to above may include disclosure to third parties such as contractors, service providers, employees and volunteers only to the extent necessary for them to perform their duties to the Foundation. The Foundation may also disclose personal information of patients to their family members or guardian, for the purpose of discussing stories about their experience with the Gold Coast Hospital which the patients have agreed to share via publications or for other fundraising activities. The Foundation may, with permission, also send patient stories to third parties to help promote fundraising efforts for the Foundation and refer to patient stories in its publications, including the website. Any personal information disclosed via the website may include disclosure to recipients who access the website in countries outside Australia.

The Foundation's donation forms located on the website uses encryption to send personal details securely to its servers for processing. The Foundation recommends that all donors provide their credit card details through the website as the information entered will be sent to the Foundation securely. Sending banking details, credit card details and other sensitive information by any other means (for example, via email or through the other contact form/s on the website) is not recommended and is done so at each individuals own risk. The Foundation has taken every care to create a secure form for donors to use for these purposes, however cannot guarantee or warrant against common internet threats such as malware, phishing and other viruses.

Accessing and correcting personal information

Everyone has the right to access their personal information that the Foundation has about an individual. The Foundation will handle requests for access to personal information in accordance with the Privacy Act.

When access is requested, The Foundation may need to take measures to verify the identity. If an individual would like a copy of the personal information the Foundation holds, in order to verify identity, a request must be made to the Foundation in writing, by mail or fax to the address or fax number. In some cases, the Foundation may need time to consider and respond to a request for access. If the Foundation needs time to consider a request, the Foundation will acknowledge each request within 2 days and resolve within 28 days after the request is made.

If individuals believe that the personal information held by the Foundation is inaccurate, incomplete or out of date, they may contact the Foundation office to request a correction to the information. In most cases, the Foundation will amend any inaccurate, incomplete or out of date information.

Making a complaint

Complaints about the Foundation's handling of personal information, including any suspected breach of the Privacy Act, can be made by contacting the Foundation in writing, by mail, email or fax number set. The Foundation will generally acknowledge each request within 2 days and resolve within 28 days after the request is made or let the complainant know what the next steps are for resolving the complaint. If the Foundation is not able to resolve the complaint, complainants may wish to contact the Office of the Australian Information Commissioner at: <http://www.privacy.gov.au> or <http://www.oaic.gov.au/>, which will be able to provide you with information about your other options.

Contacting the Foundation

Gold Coast Hospital Foundation
C/- Gold Coast University Hospital
1 Hospital Boulevard
Southport, QLD 4215

Phone: (07) 5594 6986
Email: admin@gchfoundation.org.au

Legislative or other authority

- *Privacy Act 1988 (Cth)*
- *Hospital Foundations Act 2018*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- Fundraising Institute of Australia

Review

This document will be reviewed every 3 years.

Approval and Implementation:

Policy Custodian: Chief Executive Officer, Gold Coast Hospital Foundation

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Signature (*Mr Ben Cox*)

Approving Officer: Chairperson, Gold Coast Hospital Foundation Board

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Signature (*Mrs Anna Carroll*)

Approval date: 11/02/2020

Effective from: 11/02/2020

Next Review Date: 11/02/2023