



Australian BPD Foundation Limited Privacy Policy

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Version: 1.0

Drafted by: Executive / DLA Piper

Approved on: 20th July 2015

Responsible person: National Secretary

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This Privacy Policy applies to the Australian BPD Foundation Ltd ABN 83 163 173 439 ("**we**", "**our**" and "**us**").

The importance of your privacy

The privacy of your personal information is important to us and we know that how we collect, hold, use, disclose and protect your personal information is important to you. Please read this Privacy Policy carefully as it sets out important information regarding how we collect, hold, use, disclose and protect your personal information.

You do not have to provide any of your personal information to us. However, if you do not provide us with your personal information that we request we may not be able to provide our services or assistance to you.

Application of this Privacy Policy & revisions to this Privacy Policy

By engaging our services, seeking our assistance, providing your personal information to us or authorising another person to provide us with your personal information you consent to your personal information (including any sensitive information) being collected, held, used and disclosed by us in accordance with this Privacy Policy.

We may update this Privacy Policy from time to time so please review it periodically for changes. If the changes are significant or substantive we will post them on our website (www.bpdfoundation.org.au).

Your continued use of our website or services, requesting our assistance or your provision of further personal information to us (directly or via an authorised person) after this Privacy Policy has been revised constitutes your acceptance of and consent to the revised Privacy Policy.

What personal information do we collect?

We may collect the following personal information:

- name, date of birth and/or age bracket;
- contact details (eg mailing address, email address, phone number and/or fax number);
- if you are seeking to attend a conference / event we hold, your special needs information and/or dietary requirements;
- if you are a person / or care for a person with a mental illness that contacts us, health information that you provide to us (diagnoses eg Borderline Personality Disorder, anxiety, depression, eating disorders, treatments, services used etc, your relationship with the person you care for, when applicable);
- if you are a person seeking board or committee membership and/or volunteering opportunities with us, any criminal history information with your consent; and/or
- if you are a donor, your credit card, banking and other payment details that you provide to us.

How do we collect your personal information?

We endeavour to collect your personal information directly from you. However, when necessary and appropriate, we may also collect your personal information from third parties including:

- your family members, legal guardian and/or anyone you have authorised to deal with us on your behalf; and/or
- from publicly available sources.

Unless expressly stated otherwise, if you provide to us the personal information of another person you warrant that the person or persons to which the personal information relates have consented to such disclosure and to our collection, holding, use and/or disclosure of their personal information in accordance with this Privacy Policy.

What do we use your personal information for?

We collect, hold, use and/or disclose your personal information for the purposes for which it was provided to us or as permitted or required by law ("**Purposes**"). These Purposes may include to:

- provide you and/or our members with our services (eg information and referral services regarding borderline personality disorder and related illnesses);
- engage in fundraising activities and process payments and donations;
- respond to your and/or our member's enquiries or provide you and/or our members with assistance as requested;

- process application forms you have completed either in hardcopy or in electronic form;
- provide you with journals, newsletters, publications and event invitations which we believe will be of interest to you; and/or
- comply with our legal and professional obligations.

We may also collect, hold, use and/or disclose your personal information as permitted or required by law or a Court or Tribunal order.

Who do we disclose your personal information to?

We may disclose your personal information to third parties. Where appropriate and reasonably possible we will only disclose your personal information to third parties bound by the APPs or on a confidential basis. Such third parties to which we may disclose your personal information include:

- our third party service providers for the purpose of enabling them to provide, manage or administer a service offered for us (such as our website hosting provider);
- your representatives, but only if you have provided consent for such disclosure;
- government bodies, regulators, law enforcement agencies and any other parties where permitted or required by law; and/or
- third parties to whom we are legally permitted or required to disclose your personal information.

How do we protect your personal information?

We take reasonable steps to protect your personal information that we hold from misuse, interference and loss and from unauthorised access, modification and/or disclosure. For example, we implement the following security measures:

- physical security procedures for access to our business premises; and
- IT security procedures.

Despite the measures we put in place, we cannot guarantee the security of your personal information. You must take care to protect your personal information. You should notify us as soon as possible if you become aware of any security breaches.

How can you access your personal information?

You may access your personal information that we hold subject to a small number of legal restrictions or exemptions. Where such restrictions or exemptions exist we will advise you of those reasons if we deny your request for access.

If you wish to access your personal information that we hold you should contact us at the details below (see the "Our contact information" section below) and provide us with proof (satisfactory to us) of your identity.

While we do not charge you for a request for accessing your personal information, please be aware that we may charge a reasonable fee for our time and costs in complying with your request in the following circumstances:

- if an extended amount of time is required to collate and prepare the material for you; and/or
- if you wish to have your personal information photocopied by us.

How can you correct your personal information?

We take reasonable steps to ensure personal information we hold is accurate, up-to-date and/or complete. However, we rely on you to advise us of any changes to your personal information.

Please contact us at the details below (see the "Our contact information" section below) as soon as possible if there are any changes to your personal information or if you believe the personal information we hold about you is not accurate, up-to-date and/or complete.

How can you make a complaint?

If you wish to make a complaint about our handling of your personal information or if you believe we have breached the APPs please contact us at the details below (see the "Our contact information" section below). You will need to provide us with sufficient details regarding your complaint together with any supporting evidence.

We will investigate your complaint and determine the steps (if any) that we will undertake to resolve your complaint. We will contact you if we require any additional information from you and will notify you in writing of the outcome of our investigation.

If you are not satisfied with our determination, at any time you can complain to the Australian Privacy Commissioner (see www.oaic.gov.au for contact details).

Our contact information

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