

# Gold Coast Womens Cancer Advocacy

## Privacy Policy

Version 2	GCWCA	Date	Review Date
		7/09/2024	

### 1. General

- 1.1 This Privacy Policy applies to Gold Coast Women's Advocacy Inc, ABN 42 475 680 376 and describes how we collect, handle and protect the privacy of your personal information.
- 1.2 WCS-GC provides resources, information, advocacy and peer support for women in the Gold Coast region who have been diagnosed with cancer, and their families, including extended family or support partners. The nature of our services means that we may collect, handle and disclose a broad range of information about you, including:
  - (a) personal information (that is, information or an opinion about you, whether true or not, that identifies you or from which your identity is reasonably identifiable); and
  - (b) health information (that is, information or an opinion about your illness, current treatment or expressed wishes about the future provision of treatment that is also personal information).
- 1.3 We understand the importance of, and are committed to, protecting your personal information. This Privacy Policy explains how we manage your personal information, including the types of personal information that we usually collect, the purposes for which we collect it, to whom we disclose it, how we hold and keep it secure and your rights in respect of our dealings with your personal information, such as how to complain and how we deal with complaints.
- 1.4 We will handle your personal information in accordance with this Privacy Policy and relevant legislation, including the *Privacy Act 1988* (Cth) and the Australia Privacy Principles. Please take a moment to read our Privacy Policy as it describes what happens to your personal information that is collected via our website located at <https://wcsgc.au/> (Website) and through our dealings with you.

### 2. How we collect your personal information

- 2.1 We will collect and hold your personal information in a fair and lawful manner, and not in an intrusive way.
- 2.2 Where it is reasonably practical to do so, we will collect your personal information directly from you. We may collect the personal information you directly give us through some of the following means:
  - (a) when you make an inquiry or order in relation to products or services through our Website or social media channels;
  - (b) when you contact us by any means;
  - (c) when administering any of our services or performing any contracts with service providers; and
  - (d) as otherwise required to manage our business.

- 2.3 Where it is not reasonably practical for us to collect your personal information from you directly, we may collect personal information about you from:
- (a) third parties with whom we interact in order to provide our services eg. suppliers, recruitment agencies, contractors, our clients and business partners; and
  - (b) publicly available sources, including social media.
- 2.4 If you are applying for a job or contract position with us, or to co-ordinate a support group, we may also collect personal information about you from third parties and publicly available sources including:
- (a) recruiters;
  - (b) government departments to verify your entitlement to work in Australia;
  - (c) police agencies to obtain your criminal history record;
  - (d) academic institutions;
  - (e) consulting medical practitioners;
  - (f) superannuation fund providers;
  - (g) your current or previous employees; and
  - (h) your referees.

### **3. Types of personal information we collect**

- 3.1 We collect information about you that we reasonably need for our business functions and activities, which predominantly involves providing the products and services described above to our clients.
- 3.2 The type of personal information we may collect about you depends on the dealings you have with us. For women seeking peer support this may include:
- (a) your name, suburb and post code, email address and phone number;
  - (b) details of your cancer diagnosis, including type of cancer, stage and grade, date of diagnosis and treatment;
  - (c) the content of any communications you have with us, including during peer support sessions, feedback, comments, suggestions and enquiries; and
  - (d) your interests and preferences.
- 3.3 If you purchase a product from us, make a donation or sponsor us, we may also collect:
- (a) your payment details; and
  - (b) details of the financial contribution you have made to us
- 3.4 We use third party gateways, such as Paypal or Stripe to process payments for purchases made on our website. For purchases or payments made through our website, we will not generally access, collect or store your credit card details.

- 3.5 If you are applying for a job with us, or to co-ordinate a support group, we may also collect your:
- (a) Employment history, qualifications and academic records;
  - (b) References
  - (c) Medical information
  - (d) personal alternative contact details;
  - (e) superannuation fund details; and
  - (f) criminal history record.

#### **4. Dealing with us anonymously or using a pseudonym**

- 4.1 Where possible and lawful, you may interact with us anonymously or using a pseudonym. For example, if you contact us with a general question, we will not record your name unless we need it to adequately handle your question. However, for many of our functions and activities we will ordinarily need your name, contact information and other details to enable us to provide our services and products to you. Where you do not wish to provide us with your personal information, we may not be able to provide you with requested products or services.

#### **5. Collection of personal information via our Website**

5.1 When you visit our Website, we may use 'cookies' or other similar tracking technologies that help us track your website usage and remember your preferences. A cookie is a small text file stored in your computer's memory or on your hard disk for a pre-defined period of time. We use cookies to identify specific machines in order to collect aggregate information on how visitors are experiencing the Website. This information will help to better adapt the Website to suit personal requirements. While we do not use browsing information to identify you personally, we may record certain information about your use of our Website, such as which pages you visit, the time and date of your visit, search engine referrals and the internet protocol address assigned to your computer.

5.2 You can disable cookies through your internet browser, but our Website may not work as intended if you do so.

#### **6. Our purposes for handling your personal information**

- 6.1 As a general rule, we only process personal information for purposes that would be considered relevant and reasonable in the circumstances.
- 6.2 We collect, hold, use and disclose personal information to:
- (a) offer and provide you with our products and services;
  - (b) communicate with you and provide you with relevant information;
  - (c) assess your needs so that we can refer you to relevant products and services;
  - (d) improve our service and product offerings;
  - (e) comply with our legal and regulatory obligations; and

(f) otherwise to manage our business.

6.3 We may also use your personal information for activities in support of our primary business functions such as processing donations, administration, recruitment, management, IT, legal, and customer support.

## **7. Direct marketing**

7.1 Like most businesses, marketing is important to our continued success. We believe we have a unique range of products and services that we provide to customers at a high standard. We therefore like to stay in touch with customers and let them know about new opportunities. We may, with your consent, use the personal information we have collected about you to contact you from time to time, whether by telephone, email or SMS to provide you with information about new products, services and promotions either from us, or from third parties which may be of interest to you. You may opt out at any time if you no longer wish to receive commercial messages from us. You can make this request by contacting our Privacy Officer on the details below.

7.2 We will not disclose your personal information to third parties for marketing purposes without your consent.

## **8. Disclosing your personal information**

8.1 In the course of providing our products and services to you, we may disclose your personal information to the following:

- a) Employees, volunteers and staff of WCS-GC, including peer support and marketing functions;
- b) Organizations we contract to provide services on our behalf such as software suppliers and mail houses;
- c) Our professional advisors, including lawyers, accountants and auditors and
- d) Government agencies, regulatory bodies and law enforcement agencies, or other similar entities

## **9. Overseas Disclosure**

9.1 As at the date of this Privacy Policy, we are not likely to disclose personal information to other overseas recipients. If in future we do propose to disclose personal information overseas, we will do so in compliance with Australian law. We will, where practicable, advise you of the countries in which any overseas recipients are likely to be located. If you do not want us to disclose your information to overseas recipients, please let us know.

## **10. Protection of personal information**

10.1 We will hold personal information as either secure physical records, electronically on our intranet system, in cloud storage, and in some cases, records on third party servers.

10.2 We maintain appropriate physical, procedural and technical security for our offices and information storage facilities so as to prevent any loss, misuse, unauthorised access, disclosure, or modification of personal information. This also applies to disposal of personal information. We will destroy or de-identify personal information once it is no longer needed for a valid purpose or required to be kept by law.

## **11. Access to and correction of your personal information**

- 11.1 We will endeavour to ensure that the personal information collected about you is up to date, accurate and complete.
- 11.2 You may contact our Privacy Officer to request access to the personal information that we hold about you and/or to make corrections to that information, at any time. We may need to verify your identity before responding to your request. Subject to applicable exceptions or requirements, we will respond to all requests for access to or correction of personal information within a reasonable time. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by us.
- 11.3 We are not obliged to correct any of your personal information if it does not agree that it requires correction and may refuse to do so. If we refuse a correction request, we will provide you with a written notice stating our reasons for refusing.

## **12. Complaints**

- 12.1 If you have any questions, comments or concerns about this Privacy Policy, wish to make a complaint about how we handle your personal information or exercise your privacy rights, please contact our HR Department on the details below:

Address: Gold Coast Women's Cancer Advocacy Inc 12 Nerang St, Nerang QLD 4211

Or email: [induction@wcsgc.au](mailto:induction@wcsgc.au)

We take all complaints seriously, and will respond to you within a reasonable period of time to acknowledge your complaint and inform you of the next steps we will take in dealing with your complaint.

- 12.2 If you are not satisfied with the handling our response, you may contact the Office of the Australian Information Commissioner on the details below:

### **Office of the Australian Information Commissioner**

Address: GPO Box 5218, Sydney NSW 2001

Telephone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## **13. Changes to this Privacy Policy**

- 13.1 We may change the terms of this Privacy Policy from time to time by publishing changes on our Website.