

Magic Moments Foundation Ltd

Privacy Policy

Our commitment

At the Magic Moments Foundation we recognise that your privacy is very important. We handle personal information provided for the purpose of the delivery of our different programs. By personal information we mean information about a person whose identity is apparent or can reasonably be ascertained.

The aim of the Magic Moments Foundation is both to support and to ensure that it complies with the *Privacy Act 1988* (Cth) (**Privacy Act**) which sets out a number of principles that organisations must comply with in the collection, security, storage, use and disclosure of personal information. The Magic Moments Foundation also seeks to comply with the *Spam Act 2003* (Cth) (**Spam Act**) that is aimed at reducing the number of unsolicited electronic commercial messages that you receive.

The information set out below is largely a summary of our obligations under the Privacy Act, in particular the relevant privacy principles.

We believe that this Policy will address any potential concerns you may have about how personal information you provide the Magic Moments Foundation is collected, held, used, corrected, disclosed and transferred. If you seek any further information please contact us – see contacts at the end of this policy document.

Collection and Purpose for Collection

In the course of our activities we collect and hold personal information such as details of donors, volunteers, recipients, charities we support, company contributors for our charity programs and members of the public who may visit the Magic Moments Foundation website and social media pages. Personal information may also be collected when individuals provide personal information intended for publication on Magic Moments Foundation website and social media.

Our main purposes for collecting personal information include:

- to process and administer donations made by individuals;
- to provide (by electronic means or otherwise) updates and other forms of communication in relation to our services;
- to monitor who is accessing our website;
- to provide you with news on our activities and general promotional material we believe may be useful to you depending on your interactions with the Magic Moments Foundation;
- to deliver and improve services offered by us, including our programs;
- to regulate the activities of donors and volunteers;
- to comply with our legal obligations, including without limitation under the *Charitable Fundraising Act 1991* (NSW), the *Charitable Fundraising Regulation 2015* (NSW) or equivalent State, Territory or Federal legislation;
- to investigate complaints; and

- to enable the Magic Moments Foundation to respond to queries from third parties, including without limitation other charities and supporting companies, in relation to amongst other things donation services.

We will only collect personal information from you that is necessary for one or more of our functions and activities.

We will collect personal information from you only by lawful and fair means, without being unreasonably intrusive, such as when you complete a donor form (online or hard copy) or questionnaire etc. At or before the time we collect personal information from you we will take reasonable steps to inform you why we are collecting that personal information, who else we might disclose that personal information to and what will happen if you do not provide personal information to us.

Where reasonable and practicable, we will only collect personal information about you, from you. However we may also collect personal information from you via third parties such as support agencies or charities where you have or are currently receiving support.

Wherever it is lawful and practicable, we will give you the option of not identifying yourself or not providing personal information when entering transactions with us. However, failure to provide full and complete information we request may mean that we are unable to provide services to you fully and properly.

Once we hold personal information we will take reasonable steps to keep it accurate, complete and up-to-date.

If you provide personal information to us about someone else, you must ensure that you are entitled to disclose that information to us and that, without us taking any further steps required by privacy laws, we may collect, use and disclose such information for the purposes described in this Policy

Use and disclosure

We will only use your personal information for the main purpose we told you it was needed, , except where you consent to us using that personal information for another purpose where the other purpose is related to the main purpose and you would reasonably expect us to use the personal information for that other purpose or where it is permitted or required by law or we reasonably believe it is necessary on health or public safety grounds to use the personal information for another purpose.

Where possible (for example, where not otherwise required by law or regulatory standards), prior to the online publication of personal information we will ensure the de-identification of personal information is undertaken. This enables the value and utility of information published and provided on online resources to be maximised.

In order to fulfil the purposes set out above we may provide access to your personal information to third parties with whom we have a business relationship, for example those who maintain and update our database and, who assist with mail-outs.

There are some circumstances where by law we are required to disclose your personal information including to Courts, Tribunals or law enforcement agencies.

In relation to direct marketing, where practicable,. we will seek your consent before we use your personal information for this purpose. You may tell us at any time you do not wish to receive any further direct

marketing materials – if you do, we will stop sending you such materials.

In accordance with the Spam Act, should you wish to unsubscribe from commercial electronic messages from the Magic Moments Foundation, all future commercial electronic messages from us will enable you to unsubscribe from that particular type of electronic message and this can be done at any time. If you do not unsubscribe, we will continue to send you relevant information of the types described above.

The Magic Moments Foundation may also use messaging methods other than email.

Access and correction

If you ask, we will tell you what personal information we hold about you and what we do with it. We will facilitate access to you by allowing an inspection of your personal information in person or by providing copies or a summary of relevant documents, depending on what is most appropriate in the circumstances following receipt of your request. Any charge we make for providing access will be reasonable.

If you can show us that the personal information is inaccurate, we will take reasonable steps to correct it. Note that we need not provide access to personal information in several types of situation, for example where a request is frivolous or where to provide access would pose a threat to health or public safety, unreasonably interfere with another person's privacy or be a breach of the law. If we refuse access we will advise you of our reasons for doing so.

Security

We will protect personal information from misuse and loss and destroy or permanently de-identify personal information we no longer need. Information may be stored in hard copy or electronic format or in both formats.

Cookies

When you visit our website, details may be recorded about your visit, such as time and date, your server address, pages accessed, time spent and type of browser. This information is used in an anonymous form for statistical purposes and as such cannot identify you individually (other than details associated with you physically logging into our website).

We may use cookies to identify your browser so that next time you visit our website we remember your details. A cookie is a small file which remains on your computer and contains information enabling our website to recognise your browser. If you do not wish to use cookies, you can adjust the settings on your browser to reject cookies or notify you when they are being used.

Identifiers

We will not adopt as our own any identifiers that you may provide to us such as Medicare numbers etc.

Third party websites

Our website contains a number of links to other websites. When this occurs be sure to check the privacy policy of those websites as we are not responsible for privacy practices of those other parties.

Overseas disclosure of Personal Information

Whilst not our primary intention at this time, we may from time to time transfer personal information outside Australia in accordance with the Privacy Act to countries whose privacy laws do not provide the same level of protection as Australia's privacy laws. For example, we may transfer your personal information to the Asia-Pacific, European Union or the United States of America. We may also use cloud storage and IT servers that are located offshore.

By providing us with your personal information, you consent to us disclosing your information to entities located outside Australia and, when permitted by law to do so, on the basis that we are not required to take such steps as are reasonable in the circumstances to ensure that any overseas recipient complies with Australian privacy laws in relation to your information.

Complaints resolution

We are committed to providing donors, volunteers, recipients and other parties whose personal information we hold, a fair and responsible system for the handling of their complaints.

If at any time you have any complaints in relation to privacy, please contact us. We will seek to address any concerns that you have through our complaints handling processes, but if you wish to take matters further you may refer your concerns to Australian Federal Privacy Commissioner..

Changes to this Policy

We are constantly reviewing our statements and policies in an attempt to keep up to date with market expectations and legal developments. Subsequently, we may change this Policy from time to time as the need arises.

Contact us

If you seek any further information from the Magic Moments Foundation about this Policy or generally please contact us at:

admin@magicmoments.org.au

Magic Moments Foundation Ltd
40/3 Sorrell St
Parramatta 2150 NSW

Further information on privacy in Australia may be obtained by visiting the web site of the Australian Federal Privacy Commissioner at www.oaic.gov.au or telephoning on 1300 363 992.