**Privacy Policy**

**Who we are**

The Australian Macedonian Humanitarian Association Sv Arhangel Gavril (INC9895174) is a not-for-profit charity association with main objective to help people facing medical or social hardship. We are committed to the protection of personal privacy within the scope of applicable law. This Privacy Policy sets out how we treat the personal information that we collect, use and disclose.

We may update this Privacy Policy from time to time. The most current version will be located on our website.

This Privacy Policy applies only to Australian Macedonian Humanitarian Association Sv Arhangel Gavril (INC9895174).

By using our website, or by providing any personal information to us, you consent to the collection, use and disclosure of your personal information as set out in this Privacy Policy.

**Types of personal information collected**

The types of personal information that we collect and hold will vary depending on your dealings with us. This information is likely to include but not limited to:

* name, address(es), telephone number(s) and other contact details;
* electronic address(es);
* bank account details relating to transferring of funds directly to a medical institution or to the person seeking assistance;
* other personal information required to provide our services;

Where specifically required under certain circumstances we may collect your sensitive information such as:

* health (medical) information;
* information about your criminal record;

but only if you agree to provide it to us or authorise us to obtain it from a third party. We will only use sensitive information in accordance with the *Privacy Act1988*.

From time to time, you may provide to us, and we may collect from you, personal information of a third party. Where you provide the personal information of a third party, it is your responsibility to ensure that those persons are aware of this Privacy Policy, understand it and agree to accept it.

You do not have to provide us with any personal information, however if you do not do so we may not be able to provide you with the benefits you have requested.

**How we collect personal information**

Generally, we collect personal information directly from you, such as:

* when you submit information through our website;
* via email, or
* in person;

 We may also collect personal information from third party medical institutions.

**Why we collect, use and disclose personal information**

We will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy.  We will not use your personal information for any other purpose without first seeking your consent, or where authorised or required by law.

We will collect personal information for the following purposes:

* to establish and maintain your relationship with us;
* to provide the assistance you have requested from us;
* to answer any inquiry you make;
* check the validity of the provided information; and
* release the provided information regarding any medical, social or financial situation in the local media when advertising the fundraising events.

**How we store and protect personal information**

We store personal information in a combination of computer storage facilities, paper-based files and other records. In so doing, we have taken numerous steps to protect your personal information from misuse, interference and loss, and unauthorised access, modification or disclosure.

Additionally, we take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

We cannot and do not accept responsibility for the security of information you send to or receive from us over the internet, or for any unauthorised access or use of that information.

**Do we send personal information overseas?**

We may disclose your personal information to other countries specified by you from time to time in order to check the validity of the provided information and therefore provide assistance to you.

Some of these countries may not have the same or substantially similar privacy laws as those set out in this privacy policy and the Australian Privacy Principles.  We may not require organisations to which we disclose personal information in those countries to comply with similar privacy laws, and accordingly your personal information may not receive the same protections that it would in Australia.

By providing your personal information to us, you consent to our disclosure of your personal information to institutions in those countries (where relevant or necessary) even though it may not receive the same protections that it would in Australia. You may request us not to transfer your personal information to other countries, but if you do so we may not be able to provide the assistance you have requested from us.

**How you can access your personal information**

We will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. If your personal details change, or if you become aware that the personal details of a third party whose personal details you have provided to us, such as an address or phone number, please contact us by email.

At your request, we will provide you with a copy of any personal information which we hold about you, unless an exception under the *Privacy Act 1988* applies.

We will promptly acknowledge and investigate any complaint about the way we manage personal information.

**How to contact us or make a complaint**

If you have any questions about this Privacy Policy, if you wish to update information we hold about you or if you wish to make a complaint about our collection, use or disclosure of your personal information under this Privacy Policy, please contact us on: [info@svarhgavril.com](mailto:info@svarhgavril.com)

**Approved: by the Board July 2016.**