

Privacy Policy

Sydney Eye Hospital Foundation Limited (ABN 78002197677) recognises the need to protect your personal information. We comply with the Privacy Act 1988 (Cth) and are committed to transparency about how personal information is managed.

This Privacy Policy explains how we manage the personal information we collect, its use, storage and disclosure. We may revise this policy and any updated Privacy Policy will be published and effective once posted on our website.

By providing personal information, you consent to our collection, use and disclosure of that personal information on the terms of this policy and any other contractual or other arrangements that apply between us (if any).

What personal information is collected and why?

We use personal information we collect to:

1. Communicate with you about fundraising, donations, events and campaigns via invitation and donation management (including receipting for tax-deductible purposes), communicating and thanking donors and supporters. The types of personal information the Foundation collects, and the purposes of collecting that information, include:

Donors: When you make a donation, including via this website, in person, over the phone, by direct deposit, via email, by post, or through any of our fundraising events or activities, the Foundation collects and stores in our database (where available and attainable) your name, phone number, address, email address, date of birth, payment and billing details (including credit card details if relevant i.e regular giving), and other contact information such as areas of interest. With your consent, this information may include other sensitive information, for example, if you have provided information because you were a patient or are grateful to have received care at Sydney Eye Hospital.

Patients: The Foundation may receive or request details about individual patients, such as their name, age and, with the patient or their parent/carer/guardian's consent, their medical condition, medical treatment, and medical history 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 explicit patient or their parent/carer/guardian's consent.

Supporters and volunteers: The Foundation may also collect its supporters' and volunteers' names, phone numbers, addresses, email addresses, records of communication.

Via events: We collect contact details and may capture individuals in photographs and videos. This information is used for philanthropic purposes to promote an activity, communicate messaging or to manage the event.

Website: Data may be collected via cookies to collect statistics on visitor traffic.

This data is collected in Google data reports to identify web visitor behaviour, to assist us improving content. Sydney Eye Hospital Foundation does not use this data for any other purpose, will not disclose this or publish this data that in any way identifies individuals, without consent in accordance with the Privacy and Personal Information Protection Act 1988.

If you prefer not to allow this, you may be able to adjust your browser to turn off the use of “cookies” or notify you when they are being used.

General queries: You may choose to provide us with your name or other contact details when you contact us so that we can respond to your requests, for our newsletter or for other information about the Foundation's services or operations.

Credit Card Data: Any credit card transactions information processed via our database is not stored by the Foundation, but rather with a securely encrypted contracted cloud-based third-party storage provider. Credit card transaction data for recurring donations is stored in a secure payment gateway that is PCI compliant. Any manual forms returned to the Foundation with credit card details on them have sensitive information redacted, then stored securely and are destroyed as soon as the information is acted upon.

Third party: If we collect personal information about you from a third party we will take reasonable steps to contact you and ensure that you are aware of the circumstances surrounding the collection and purposes for which we collected your personal information. This may be from third-party sources such as when accessing Guest Wi-Fi which is subject to the Terms and Conditions accepted by a user when connecting to the Wi-Fi service.

2. Engage and conduct, on behalf of Sydney Eye Hospital and South Sydney Local Health District under whose jurisdiction it sits, surveys and questionnaires to assist with further development of Hospital and Foundation infrastructure, improve services or identify shortfalls in customer satisfaction.
3. Communicate online and offline with donors and supporters, patients and family members, employees and volunteers in response to queries and feedback, to distribute our publications, conduct fundraising events, appeal for further donations and support, and raise awareness about our fundraising activities and our mission.
4. Conduct our business activities, including with contractors and service providers, billing and administration including measuring and assessing the level of support we receive and the effectiveness of our fundraising activities. This can include with marketing agencies, banks and credit card companies.

Opting out of marketing communications

Your personal information will only be used by Sydney Eye Hospital Foundation to support our philanthropic business or advise of or improve services on behalf of Sydney Eye Hospital.

Where we use your personal information to send you marketing materials by post or email we will provide you with the opportunity to opt out of receiving such information. By electing not to opt out we will assume we have your implied consent to receive similar communications in the future.

If you do not want to receive this information, please contact the Foundation on 9382 7408 or email info@sehf.org.au

How we secure your personal information

Your personal information is stored with a trusted third-party provider on our password protected electronic database. We take all reasonable steps to protect your personal information from misuse, loss and from unauthorised access, modification or disclosure.

Other reasonable steps include the use of controls and safeguards regarding data access, including the use of passwords, firewalls, and data backups. Where required, the Foundation will de-identify data, so that it is no longer about an identifiable (or reasonably identifiable) individual.

Your personal information will stay on our database indefinitely until you advise you would like it removed.

Accessing your personal information

You can access your personal information, subject to exceptions within relevant privacy laws. Please refer to the **Contact us** section below to request access and in order to verify your identity, please send the request to our Privacy Officer in writing, by mail or email set out at the end of this Privacy Policy. In some cases, we may need time to consider and respond to your request for access. If we need time to consider your request, we will acknowledge your request within seven (7) days and respond within 30 days after your request is made.

Accuracy of personal information

You may ask us to update, correct or delete personal information we hold about you at any time. Once your identity is verified, we will take all reasonable steps to correct personal information.

Complaints

If you would like to make a complaint relating to our Privacy Policy or the manner in which we manage your personal information, please contact our Privacy Officer as outlined in the **Contact us** section below. We will aim to acknowledge your request within seven (7) days and respond within 30 days after your request is made or let you know what the next steps are for resolving your complaint. If we are not able to resolve your complaint, you may wish to contact the Office of the Privacy Commissioner about your other options.

Contact us

If you would like to access your personal information held by us or wish to make a complaint about the way we have collected, used, held or disclosed your personal information, please contact:

Telephone: (02) 9382 7408

Email: linda.fagan@sehf.org.au

Mail: Privacy Officer c/ Chief Executive, Sydney Eye Hospital Foundation, GPO Box 1614, SYDNEY 2001