



## PRIVACY COLLECTION STATEMENT – FOR EXTERNAL USE/PRIVACY ACT COMPLIANCE

### Your privacy is important

This statement outlines the **LOSE YOUR MIND** policy on how **LOSE YOUR MIND** uses and manages personal information provided to or collected by it.

**LOSE YOUR MIND** is bound by the Australian Privacy Principles contained in the *Commonwealth Privacy Act* and is compliant with the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

**LOSE YOUR MIND** may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to **LOSE YOUR MIND** operations and practices and to make sure it remains appropriate to the changing legal environment.

### What kind of personal information does **LOSE YOUR MIND** collect and how does **LOSE YOUR MIND** collect it?

The type of information **LOSE YOUR MIND** collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Donations or other financial transactions in order to Fundraise.
- Participation in events or activities conducted by **LOSE YOUR MIND** in order to Fundraise.
- Services provided by **LOSE YOUR MIND** in relation to the fulfilment of its mission.

### Personal Information you provide:

**LOSE YOUR MIND** will generally collect personal information held about an individual by way of phone calls, forms, meetings, email, website forms and/or mobile phone applications. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

### Personal Information provided by other people:

In some circumstances **LOSE YOUR MIND** may be provided with personal information about an individual from a third party, for example a health practitioner.

### In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to **LOSE YOUR MIND** treatment of an employee record, where the treatment is directly related to a current or former employment relationship between **LOSE YOUR MIND** and employee.

#### **How will LOSE YOUR MIND use the personal information you provide?**

**LOSE YOUR MIND** will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, **LOSE YOUR MIND** will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented and which will also contain an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

We may use video surveillance for security purposes and the footage will be used only by **LOSE YOUR MIND** and by the providers of our security services for security purposes. Surveillance videos are not used by **LOSE YOUR MIND** for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

#### **Job applicants, staff members and contractors:**

In relation to personal information of job applicants, staff members and contractors, **LOSE YOUR MIND** primary purpose of collection is to assess and (if successful) to engage the job applicant, staff member or contractor, as the case may be.

The purposes for which **LOSE YOUR MIND** uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- to evaluate applicants for suitability of advertised positions;
- to evaluate the suitability of appointing a contractor to perform a given task;
- to satisfy **LOSE YOUR MIND** legal obligations.

Where **LOSE YOUR MIND** receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

#### **Volunteers:**

**LOSE YOUR MIND** also obtains personal information about volunteers who assist **LOSE YOUR MIND** in its functions or conduct associated activities, such as to enable **LOSE YOUR MIND** and the volunteers to work together.

#### **Marketing and fundraising:**

**LOSE YOUR MIND** treats marketing and seeking donations for the future growth and development of **LOSE YOUR MIND** as important. Personal information held by **LOSE YOUR MIND** may be disclosed to an organisation that assists in **LOSE YOUR MIND** fundraising.

### **Who might LOSE YOUR MIND disclose personal information to?**

**LOSE YOUR MIND** may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to **LOSE YOUR MIND**;
- third party organisations which may assist with planning or conducting fundraising events and;
- anyone you authorise **LOSE YOUR MIND** to disclose information to.

### **Sending information overseas:**

**LOSE YOUR MIND** will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

**LOSE YOUR MIND** uses overseas providers of IT services including servers and cloud services. By interacting with **LOSE YOUR MIND** using electronic methods (e.g. email, website and mobile phone applications including third party applications) individuals may expect that their personal information is transmitted and/or stored outside of Australia. **LOSE YOUR MIND** will take reasonable steps to ensure IT services suppliers are privacy compliant

### **How does LOSE YOUR MIND treat sensitive information?**

In referring to 'sensitive information', **LOSE YOUR MIND** means:

“information relating to a person’s racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual”.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

### **Management and security of personal information**

**LOSE YOUR MIND** staff and volunteers are required to respect the confidentiality of personal information and the privacy of individuals.

**LOSE YOUR MIND** has in place steps to protect the personal information **LOSE YOUR MIND** holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and password-protected access to computerised records.

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you.

### **Updating personal information**

**LOSE YOUR MIND** endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by **LOSE YOUR MIND** by contacting the Privacy Officer of **LOSE YOUR MIND** at any time.

The Australian Privacy Principles and the Health Privacy Principles require **LOSE YOUR MIND** not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

You have the right to check what personal information **LOSE YOUR MIND** holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which **LOSE YOUR MIND** holds about them and to advise **LOSE YOUR MIND** of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information **LOSE YOUR MIND** holds about you, please contact the Privacy Officer in writing.

**LOSE YOUR MIND** may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, **LOSE YOUR MIND** may charge a fee to retrieve and copy any material. If the information sought is extensive, **LOSE YOUR MIND** will advise the likely cost in advance.

#### **How long will LOSE YOUR MIND keep my information?**

Under our destruction and de-identification procedures, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

#### **Enquiries and privacy complaints**

If you would like further information about the way **LOSE YOUR MIND** manages the personal information it holds, please contact the Privacy Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Privacy Officer who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- tel: 1300 363 992
- fax: +61 2 9284 9666