

LOSE YOUR MIND Privacy Policy

LOSE YOUR MIND collects and administers a range of personal information for the purposes of Fundraising, marketing and provision of support services. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

LOSE YOUR MIND recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy, which is compliant with the *Privacy Act 1988* (Cth).

LOSE YOUR MIND is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

LOSE YOUR MIND will:

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered. This information is contained within the Privacy Collection Statement available at Appendix A;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

1.1 Responsibilities

LOSE YOUR MIND is responsible for developing, adopting and reviewing this policy.

LOSE YOUR MIND is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

1.2 Processes

1.1.1. Collection

LOSE YOUR MIND will:

- Only collect information that is necessary for the performance and primary function of **LOSE YOUR MIND**.

- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.
- Collect personal information from the person themselves wherever possible.
- If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- Collect Sensitive information only with the person's consent. (Sensitive information includes health information and information about religious beliefs, race, gender and others).
- Determine, where unsolicited information is received, whether the personal information could have collected it in the usual way, and then if it could have, it will be treated normally. (If it could not have been, it must be destroyed, and the person whose personal information has been destroyed will be notified about the receipt and destruction of their personal information).

1.1.2. Use and Disclosure

LOSE YOUR MIND will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, **LOSE YOUR MIND** will obtain consent from the affected person.
- In relation to a secondary purpose, use or disclose the personal information only where:
 - a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
 - the person has consented; or
 - certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- In relation to personal information which has been collected from a person, use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and **LOSE YOUR MIND** has provided an opt out and the opt out has not been taken up.
- In relation to personal information which has been collected other than from the person themselves, only use the personal information for direct marketing if the person whose personal information has been collected has consented (and they have not taken up the opt-out).
- State in **LOSE YOUR MIND** privacy policy whether the information is sent overseas and further will ensure that any overseas providers of services are as compliant with privacy as **LOSE YOUR MIND** is required to be.
- Provide all individuals access to personal information except where it is a threat to life or health or it is authorized by law to refuse and, if a person is able to establish that the personal information is not accurate, then **LOSE YOUR MIND** must take steps to correct it. **LOSE YOUR MIND** may allow a person to attach a statement to their information if **LOSE YOUR MIND** disagrees it is inaccurate.
- Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
- Make no charge for making a request for personal information, correcting the information or associating a statement regarding accuracy with the personal information.

1.1.3. Storage

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorized access, interference, unauthorized modification or disclosure.

- Before **LOSE YOUR MIND** discloses any personal information to an overseas recipient including a provider of IT services such as servers or cloud services, establish that they are privacy compliant. **LOSE YOUR MIND** will have systems which provide sufficient security.
- Ensure that **LOSE YOUR MIND** data is up to date, accurate and complete.

1.1.4. Destruction and de-identification

- Destroy personal information once is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.
- Change information to a pseudonym or treat it anonymously if required by the person whose information **LOSE YOUR MIND** holds and will not use any government related identifiers unless they are reasonably necessary for our functions.

1.1.5. Data Quality

LOSE YOUR MIND will:

- Take reasonable steps to ensure the information **LOSE YOUR MIND** collects is accurate, complete, up to date, and relevant to the functions we perform.

1.1.6. Data Security and Retention

LOSE YOUR MIND will:

- Only destroy records in accordance with **LOSE YOUR MIND** Records Management Policy.

1.1.7. Openness

LOSE YOUR MIND will:

- Ensure stakeholders are aware of **LOSE YOUR MIND** Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the **LOSE YOUR MIND** website.

1.1.8. Access and Correction

LOSE YOUR MIND will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

1.1.9. Anonymity

- Allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis.

1.1.10. Making information available to other organisations

LOSE YOUR MIND can:

- Release information to third parties where it is requested by the person concerned.