



help the mother  
help the child...

# CINI Australia

## PRIVACY POLICY AND PROCEDURE

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## 1. Introduction

CINI Australia is a not for profit, independent organization that has no political or religious affiliation.

While CINI Australia maintains a close working relationship with Child In Need Institute, India it is an independent organization with its own Board. CINI Australia registered with ASIC in March 2010 and is registered as a charity with OLGR (NSW) and WA Charities.

CINI Australia respects the right to the protection of personal information. This Privacy Policy details how we collect, use, disclose and hold this information. In this Policy, personal information as defined in the Privacy Act 1988 (the Privacy Act), Privacy Amendment (Privacy Sector) Act 2000 and the **13 Australian Privacy Principles** means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

## 2. Personal Information Handling Practices

### 2.1. What We Collect and How We Collect It

We collect information such as:

- Name and address
- Telephone/e mail contact details
- Bank account/credit card details
- Employment/education history

The personal information we actually collect varies depending on the purposes for which it was collected. For more information, refer to Section 3 Specific Information Collection Details.

It is our usual practice to collect personal information directly from individuals. From time to time CINI Australia may also collect personal information from publicly available resources such as telephone directories or mailing lists, provided that the collection is conducted in a fair and lawful manner and the information is necessary for our functions or activities. We may also collect anonymous traffic data on our website to improve our services.

### 2.2. Why We Collect Personal Information and What It Is Used For

We only collect, use and disclose personal information for the purposes for which it was given to us, or for the purposes which are directly related to one or more of our functions or activities. These include:

- Processing of donations
- CINI Australia membership management
- Fundraising activities
- Recruitment of volunteers
- Communication with our supporters on our activities

We use this information to process donations, to advise on how support is helping, and to keep supporters updated on events and work in our field.

A request may be made at any time for anonymity when dealing with us, and to the extent that it is lawful and practical for us to enable this, we will accommodate that request. However, if personal information is not provided in full where we have indicated that it is required, we may not be able to process donations or enable a person to become a volunteer.

### **2.3. Disclosure**

We only disclose personal information for the purposes for which it was given to us, or for the purposes which are directly related to one of our functions or activities, unless required to disclose it by law, unless we have consent, or unless one of the following situations apply.

### **2.4. Outsourcing**

We may also occasionally use external service providers to provide us with certain outsourced services, such as helping with mailings, assistance with a special event such as fund-raising launch. These service providers are required to sign confidentiality agreements to maintain the privacy of your information and we only disclose your personal information to the extent necessary for them to perform the services we have requested.

We do not give information about you to government agencies, organisations or anyone else unless one of the following applies:

- You have consented
- You would expect us to or we have told you we will
- It is required or authorised by law
- It will prevent or lessen a serious or imminent threat to somebody's health or life
- The disclosure is reasonably necessary for law enforcement for the protection of public revenue
- CINI Australia does not use government related identifiers.

### **2.5. Information Quality, Access and Correction**

We take reasonable steps to make sure that the personal information we collect is accurate, complete and up-to-date. These steps include maintaining and updating personal information when we are advised by individuals that their personal information has changed and at other times as necessary.

You are in control of any personal information you provide to us. If at any time, you would like to correct the personal information we have about you or if you would like to change your preferences for contact from us, you can let us know by contacting us at the email or postal address listed below in Section 4 Contact Us.

You can access the personal information we currently hold about you or request that we change that personal information at any time. There is no cost associated with making a request for access to or correction of your personal information. You can obtain further information about how to request access or changes to the information we hold about you by contacting us (see details below).

If you wish to allow another person to access your details (i.e. family member) you need to notify us in writing and it will be noted on your record.

## 2.6. Information Security

We take reasonable steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure. These steps include a properly configured firewall, encrypted transmission of electronic data, up-to-date anti-virus software, regular monitoring of all network traffic and strict access control policies on electronic data. There is also securing of paper files in locked cabinets and physical access restriction to these files.

When no longer required, personal information is destroyed in a secure manner or deleted.

## 3. Specific Information Collection Details

This section further details the specific methods of personal information collection we undertake and how that information is used.

### 3.1. Donation Information

We collect personal information from donors in order to process/receipt their donations and to send out our periodic mailings relating to our work in the field and how donors can further support this work.

This personal information will include

- Name and address
- Your date of birth
- Telephone/e-mail contact details
- Credit card and/or bank account details

### 3.2. Our Website

The only-personally-identifying information collected from visitors to our website [www.ciniaustralia.org](http://www.ciniaustralia.org) is that which is provided to us on a voluntary basis. Any personal information you provide to us (such as an e-mail address) will only be used for the purpose for which it is collected. We do not trade, sell or rent to any third-party information captured or voluntarily submitted on this website.

Any external websites linked to/from CINI Australia website are not controlled by CINI Australia and therefore we cannot take responsibility for content, claims or adherence to the privacy laws here or overseas.

## 4. Contact Us

For the following:

- Questions/complaints about privacy,
- Updating your personal information, and
- For further information or queries

Contact us:

By e-mail: [admin@ciniaustralia.org](mailto:admin@ciniaustralia.org)

Mail:

Administration  
CINI Australia, Child in Need India  
PO Box 8358, Angelo Street  
SOUTH PERTH WA 6151

This Privacy Policy may change from time to time to reflect changes to relevant legislative requirements, community expectations and policies and procedures consistent with the operations and management of CINI Australia.

## 5. Complaints

If you believe that CINI Australia has not satisfactorily resolved your complaint, you can refer your complaint to the Federal Privacy Commissioner by:

- Phone 1300 363 992

or write to:

- Director of Complaints  
Office of the Federal Privacy Commissioner  
GPO Box 5218  
Sydney NSW 1042

## 6. What Are The Australian Privacy Principles?

### Australian Privacy Principles

There are thirteen Principles which deal with how organisations, such as ours, may collect, use, store and disclose information which identifies individuals. Here is a summary of the thirteen Principles:

**APP 1 — Open and transparent management of personal information** Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

**APP 2 — Anonymity and pseudonymity** Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

**APP 3 — Collection of solicited personal information -** Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

**APP 4 — Dealing with unsolicited personal information -** Outlines how APP entities must deal with unsolicited personal information.

**APP 5 — Notification of the collection of personal information -** Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

APP 6 — Use or disclosure of personal information - Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

APP 7 — Direct marketing - An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

APP 8 — Cross-border disclosure of personal information - Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

APP 9 — Adoption, use or disclosure of government related identifiers - Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

APP 10 — Quality of personal information - An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

APP 11 — Security of personal information – An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

APP 12 — Access to personal information - Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

APP 13 — Correction of personal information - Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals