

## AUSTRALIAN DOCTORS FOR AFRICA

**Policy:           PRIVACY**

**Date last approved:   03/2022**

**Date of next review:   03/2025**

**Approved by:   Board**

## **1     PURPOSE AND SCOPE**

### **1.1   Purpose**

This policy outlines the personal information handling practices of Australian Doctors for Africa (ADFA). The specific legal obligations of entities when collecting and handling personal information are outlined in the Privacy Act 1988 (Cth) and the Australian Privacy Principles. One of such obligations requires entities to have a Privacy Policy.

The Privacy Act defines ‘personal information’ as information or an opinion about an about an identified individual; or about an individual who is reasonably identifiable. A list of specific types of personal information can be found at <https://www.oaic.gov.au/privacy/guidance-and-advice/what-is-personal-information#>.

We collect and hold personal information from our donors, supporters, staff, Board members, volunteers, contractors and other individuals.

### **1.2   Scope**

This policy applies to all staff, Board members and volunteers of ADFA, as well as to all those with whom ADFA has professional dealings.

## **2     POLICY STATEMENT**

### **2.1   Committed to Protecting Rights**

ADFA respects and is committed to protecting privacy. All information provided to us will remain confidential and protected.

By contacting us via our website, signing up to our newsletter, becoming a member, applying to work or volunteer with us, making a donation or otherwise providing us with personal information, consent is given to personal information being collected, held and administered as set out below.

The organisation has adopted the following principles in relation to handling personal information:

- 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.
- 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.
- Provide stakeholders with access to their own information, and the right to seek its correction.
- Provide an opportunity to opt out of receiving future communications from us.

### **2.2   What Information Do We Collect?**

ADFA typically asks for the following information, dependent upon the purpose:

- Contact information (name, address, email address, telephone number).

- Personal details such as date of birth, occupation, qualifications, professional registrations and memberships, citizenship (nationality), COVID vaccination status.
- Police clearances and/or Working with Children Clearance.
- Credit card numbers and/or bank account details.
- In the case of medical procedures, limited patient records.

ADFA may also collect information about you if you report, or are the subject of, or are otherwise involved in a safeguarding or fraud related incident.

### **2.3 How Do We Use This Information?**

We may use personal information to:

- process donations and provide receipts;
- communicate with our supporters;
- recruit and manage staff, Board members or volunteers;
- organise overseas medical assignments for volunteers;
- conduct marketing activities;
- organise fundraising and events;
- provide training and mentoring programs for medical professionals;
- provide and manage patient care; and
- enable other activities and functions of the organisation.

To ensure privacy is protected, information from records will not be disclosed or altered unless requested.

Please note, in some areas of our website links to other sites can be found. These sites are not controlled by ADFA and therefore we cannot take responsibility for their content, claims of offer or privacy practices.

### **2.4 To Whom Do We Disclose Your Personal Information?**

We may disclose personal information for the purposes described in section 2.3 of this policy to:

- our volunteers and staff;
- third party suppliers (eg. travel agents);
- payment systems operators (eg. merchants receiving card payments);
- specific third parties authorised by you to receive information held by us;
- other persons, including government agencies, regulatory bodies and law enforcement agencies, pursuant to a lawful process or as required or authorised by law; and
- anyone to whom our assets or businesses (or any part of them) are transferred.

We may disclose personal information outside of Australia:

- in connection with travel and associated arrangements to enable medical professionals to provide services overseas.

### **2.5 Handling Personal Information**

ADFA is bound by laws (Privacy Act 1988 (Cth)) which impose specific obligations when it comes to handling information. ADFA takes reasonable steps to protect the personal information we hold about you from misuse, interference or loss and from unauthorised access, modification or disclosure. We may hold your personal information in either electronic or hard copy (paper) form. We retain your personal information in our computer systems and databases, and in our physical files.

ADFA take reasonable steps to protect the security of the personal information we hold, including protections against unauthorised access, virus, fire, theft or loss through technologies and processes such as access control procedures, network firewalls, password protected databases and physical security measures. However, we are not responsible for the security of information transmitted by internet or by email.

Our staff are bound by confidentiality agreements regarding the protection of personal information. We may send you communications and information about our programs and events. This may take the form of emails, SMS, mail or other forms of communication, in accordance with the Privacy Act and the SPAM Act 2003 (Cth). You may opt-out of receiving materials from us by using the Unsubscribe link or by contacting us via the mechanisms outlined in 2.6 below.

## 2.6 More Information or Complaints

For any questions about our Privacy Policy or the way personal information is handled, please contact us at:

Phone: +61 8 6478 8951

Email: [admin@ausdocafrica.org](mailto:admin@ausdocafrica.org)

Mail: Suite 1, 219 Onslow Road, Shenton Park WA 6008, Australia

Details of our complaints handling procedure can be found at <https://ausdocafrica.org/complaints/>.

Complaints may be lodged :

- **via email** to the CEO ([ceo@ausdocafrica.org](mailto:ceo@ausdocafrica.org)) or to the Chair of the Board ([chair@ausdocafrica.org](mailto:chair@ausdocafrica.org))
- **in writing** to:  
Chief Executive Officer or Chair of the Board  
Australian Doctors for Africa  
Suite 1, 219 Onslow Road  
SHENTON PARK WA 6008  
AUSTRALIA
- **via telephone:** +61 8 6478 8951.

If a person is not satisfied with the response to an enquiry or complaint, a complaint can be made to the Office of the Australian Information Commissioner:

GPO Box 5218

Sydney

NSW 2001

1300 363 992

[enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

<http://oaic.gov.com.au>

## 3 REFERENCES

### 3.1 Associated Documents

- Privacy Act 1988 (Cth)
- Australian Privacy Principles
- ADFA Policy / Procedure - Complaints Handling
- ADFA Policy - Donations
- ADFA Policy - Overseas Medical Assignments
- ADFA Policy - Media and Communications

**Established:** November 2017

**Reviewed:** February 2018; March 2022