

AUSTRALIAN DOCTORS FOR AFRICA

Policy: PRIVACY

Date last approved: 06/2025

Date of next review: 06/2028

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 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, consultants, partners and other individuals.

1.2 Scope

This policy applies to all staff, Board members, volunteers, contractors, consultants, and partners 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) and references.
- Volunteers and staff who are travelling overseas for ADFA are also required to disclose any health conditions that may impact on their travel or insurance cover.
- 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;
- adhere to federal requirements for counter terrorism checks;
- 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. Our system is monitored through a service provider solution that alerts us promptly in the event of any data breach or security incident. 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, Reporting a Breach or Complaints

Under the Notifiable Data Breaches scheme which is part of Australia's Privacy Act 1988, ADFA must notify individuals and the Office of the Australian Information Commissioner (OAIC) when a data breach is likely to result in serious harm. ADFA has 30 days to assess whether a data breach is likely to result in serious harm.

Examples of serious harm include:

- identity theft, which can affect your finances and [credit report](#)
- financial loss through fraud
- a likely risk of physical harm, such as by an abusive ex-partner
- serious psychological harm
- serious harm to an individual's reputation.

For any questions about our Privacy Policy or the way personal information is handled, or to report a breach, any person can contact us at:

Phone: +61 8 6478 8951

Email: 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) or to the Chair of the Board (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

<https://www.oaic.gov.au/privacy/privacy-complaints>

3 REFERENCES

3.1 Associated Documents

- Privacy Act 1988 (Cth)
- Australian Privacy Principles
- Spam Act 2003 (Cth)
- ADFA Policy / Procedure - Complaints Handling
- ADFA Policy - Counter Terrorism and Anti-money Laundering
- ADFA Policy - Donations
- ADFA Policy - Fraud and Corruption
- ADFA Policy - Media and Communications
- ADFA Policy - Overseas Medical Assignments

Established: November 2017

Reviewed: February 2018; March 2022; March/May 2025