

## Policy Details

### Policy Summary

This Privacy Policy applies to personal information collected by the Prince Charles Hospital Foundation (TPCHF).

TPCHF raises funds and supports research and patient care to enable people to live healthier lives and for longer. It is committed to operating in an ethical manner, with its culture anchored in the following values:

- We are transparent
- We are collaborative
- We are innovative
- We are supportive
- We celebrate diversity.

In pursuit of these aims and support of these values, TPCHF recognises the importance of treating with care and respect the personal information of all individuals we have contact with, including donors, volunteers, employees and researchers.

This policy describes in more detail how TPCHF does that, including details of:

- What personal information we collect and hold
- How we collect that information
- How we use your personal information and who we share it with
- Your rights and how to exercise them.

If you have a question or concern in relation to our handling of your personal information or this Privacy Policy, you can contact us by email to [governance@tpchfoundation.org.au](mailto:governance@tpchfoundation.org.au) (or other methods specified at the end of this policy).

## 1. What personal information do we collect and hold?

The personal information we collect and hold about you depends on how you deal with us or what you choose to share with us.

When you **visit our websites or social media pages**, we collect any information relating to you that you provide to us directly or indirectly through the use of our websites or social media pages. For example, your device's IP address and approximate location, your use of our websites and social media (analytics information), your responses to and interaction with our marketing, your enquiries or communication with us, including your name and contact information if provided.

When you **use any of our services, or participate in our events**, the personal information we may collect about you includes details of any enquiries or complaints made by you, your opinions, statements and endorsements collected personally or via surveys and questionnaires, any additional information necessary to delivery our services and events and respond to your enquiries.

If you are a **supporter or donor** or are connected with us through our marketing or community programs, the personal information we collect about you may include your name, address, any previous addresses, telephone or mobile phone number, date of birth, e-mail address, records of your interactions with us and feedback you have provided us, donation history including donations, bequest intentions and contributions you have made to us, and a donor ID number. If you are a donor, we will collect your billing address and receipt details. We will also collect your financial information such as your bank account or credit card details to process donations, however this information is not retained.

If you are a **research grant applicant**, the personal information we collect about you may include your name, address, email, telephone or mobile phone number, job title, biographical career and education details, funding details including banking and taxation details and grant application.

If you are a current or prospective **employee or contractor**, we collect information from you that directly identifies you, such as your name, contact details, details of your qualifications and work experiences, details about your legal right to work, information from referees and publicly available information and any other information you provide on your resume or during the recruitment process. We also collect information from you in the course of your employment or contract arrangement (as applicable) with us. We may collect this information when you submit it to us. In some circumstances, the personal information we collect about you is held by a third party, for example, when we perform background checks that are necessary for the role to be performed by you. We may also generate information during your employment or contract arrangement with us.

If you are current or prospective **volunteer**, the personal information we collect about you will include information that directly identifies you, such as your name and date of birth, identity information (e.g. driver's licence or government related identifiers), contact information such as your email, address or phone number, name and contact details of your emergency contacts, details of your membership and volunteer roles, including type and length of service, health information (e.g. medical certificates, health conditions where relevant), compliance screening checks (e.g. police checks), records relating to your volunteer work with us and events you have volunteered in. If you are a current or prospective hospital volunteer, the TPCHF Hospital Volunteer Privacy Policy applies.

Under some circumstances, we may need to collect sensitive information about you to ensure personal safety. For example, for some of our events, we require sensitive information in case you have a medical emergency. At all times, we will limit the collection of sensitive information to the minimum required in the circumstances. If we collect your sensitive personal information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we take appropriate measures to protect the security of this information.

## 2. How do we collect personal information?

### Directly from you

We collect information directly from you, through your communications with us via our websites, social media, telephone calls, emails, mail, personal contact, through applications for research funding, via your participation in any marketing initiative or promotional activities or events, when you purchase any items from us including the purchase of raffle tickets.

**From others**

We may also receive information from people who have provided us with your details for a specific purpose, for example if someone from your company has registered you for an event or your friend has signed you up to volunteer with them. If we collect details about you from someone else, we will only ask for or collect personal information that is reasonably necessary for one or more of our functions or activities.

**When you visit our websites**

When you visit one of our websites ([www.thecommongood.org.au](http://www.thecommongood.org.au), [www.buyingtime.org.au](http://www.buyingtime.org.au), [www.tradiehealthinstitute.org.au](http://www.tradiehealthinstitute.org.au) or any other affiliated TPCHF websites) the web server will make a record of your visit and it may create cookies. A cookie is a piece of data stored on a user's computer tied to information about the user. These records do not provide personal contact information however, it may include the IP address of the computer you used to access our sites. You can remove or block cookies using the settings in your browser if you want to disable this convenience feature.

Our websites use the Facebook pixel which can be used to serve you ads on your social media based on your browsing behaviour. You can opt-out of Facebook advertising by changing the settings in your Facebook account.

**When you receive our electronic newsletters or emails**

If you receive an electronic newsletter, email or survey from us, we also collect information about whether you have followed any of the included links or visited a page on our website. This information is to help us improve our communications and find out what type of information is useful to you.

TPCHF does not have access to Queensland Health patient information or your personal health records. However, if you have been a patient at The Prince Charles Hospital you may have signed a form allowing us to contact you. In this instance, we will receive your name, phone number and address from the hospital to contact you. We do not receive or use government related identifiers.

**Remaining anonymous**

In most cases, it is impractical for people to remain completely anonymous when dealing with us. Even though you are not legally required to provide us with your personal information, if you choose not to, our ability to provide you with our services or deal with you may be limited.

From time to time, we receive anonymous donations, although we are not able to issue tax receipts without a name. We do not publicly name our donors without permission, so you can be assured of public anonymity if you require it.

### 3. How do we use your personal information?

We use or disclose your personal information for the purposes for which you have provided it, or for purposes permitted under the Information Privacy Act, or for the purposes set out in this Privacy Policy.

Our primary purpose is to support medical research, equipment and patient care programs by raising money and distributing it to areas of need. As part of this, we may use your personal information to contact you about our fundraising appeals, to thank you for your donations or to keep you up to date with news, events, activities or volunteering opportunities.

**When you visit our websites or social media pages**, we may use your personal information to improve your experience or engagement with our websites and social media, personalise your experience on our websites and social media or communicate with you and respond to your enquiries.

If you are a **supporter or donor** or are connected with us through our marketing or community programs, we may use your personal information to answer your queries or communicate with you, inform you about, and manage your donation, provide you with a tax receipt, manage your donation or gift, understand your communication needs, perform research and analysis to improve engagement with our supporters and donors, comply with our legal and other compliance obligations.

If you are a current or prospective **employee, contractor or volunteer**, we may use your personal information to answer your queries or communicate with you, process job or volunteer applications, commence, manage and support your employment or volunteering role(s), manage and respond to work, health and safety matters, contact you about current or future job or volunteering opportunities, receive feedbacks and complaints and meet professional and legal obligations.

While some of our activities may include direct marketing to the people who have provided us with their own personal information via making a donation, registering for or attending an event, or volunteering for us, we will not sell that information to another company. If you do not wish to remain a subscriber to our mailing list, you can unsubscribe from any electronic communications by clicking the 'unsubscribe' button or by contacting us (see section 7 below).

If you do not wish to receive letters from us, but are a donor, you can contact us and ask to be marked as 'no mail' in our database (see section 7 below to contact us).

If you have opted-in to be included as a testimonial on any of our websites and you would now like to have the testimonial removed, please contact us to request removal (see section 7 below to contact us).

## 4. Disclosure of personal information

We may disclose your personal information to third parties in accordance with this Privacy Policy in order to carry out our day-to-day functions and activities and to ensure compliance with relevant laws and regulations.

In the course of carrying out our activities, we may need to disclose some of your information to third parties. These may include our banks and payment system operators, our appeal mailing house, and contracted service providers such as external fundraising platforms and other suppliers, to on our behalf, market events, activities, and opportunities.

If you are a **research grant applicant**, we may also provide your personal information (as contained in your grant application) to our research assessment panels or to our external assessors. Some of these expert assessors may be interstate or overseas. Our research assessors sign confidentiality agreements.

We may otherwise disclose personal information for the purposes described in our Privacy Policy to:

- our employees to enable them to perform their duties in delivering our services, activities, programs and support to you effectively;
- third party suppliers and service providers (including call centre and mail house operators) to assist us with administration operations, communication services, and supporter engagement activities;
- professional advisers and agents such as legal, financial and risk management service providers to ensure we comply with our legal obligations and operate according to best practices;
- government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

From time to time, when you choose to donate to us, you may be given the option to allow us to share your first name, last name and address with like-minded organisations via a trusted third-party intermediary. These organisations may contact you with information they believe may be of interest to you. You will be clearly offered the option to opt out of this information sharing at the point of collecting your details for the donation.

Otherwise, we will not disclose your personal information without your consent, unless required or permitted by law.

## 5. How do we protect your personal information?

We will take reasonable steps to ensure the personal information that we hold about you is kept confidential and secure, including by:

- using industry standard techniques such as firewalls and encryption to ensure any information passed through our websites do not fall into the wrong hands; and
- processing credit card payments through a secure payment gateway such that your card details are not provided to TPCHF.

Information collected and held by TPCHF is available only to those staff who require access in order to do their jobs. For example:

- only our office staff have access to information about any payments you make to us or receive from us;
- your personal contact information is kept in our password-protected donor database, accessible only by our office staff; and
- research grant applications are submitted and assessed via a secure cloud-based grants system; grant information is password protected and assessors will only see the specific grants allocated to them for assessment.

We will only retain your personal information for as long as it is reasonably necessary for the purposes for which it is collected.

#### Social media and external websites

Our websites may include links to external websites and social media. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy policies and information protection practices of those sites which we do not own and manage.

## 6. How you can access your personal information

We will endeavour to keep your personal information accurate, complete and up to date. We may from time to time ask you to complete a survey updating your information. However, in this instance you will also be given the opportunity to be removed from our database if you prefer.

If you wish to make a request to access and/or correct the personal information we hold about you, you should make a request by contacting us (see section 7 below).

### How to contact us

If you have a question or concern in relation to our handling of your personal information or this Privacy Policy, you can contact us for assistance as follows:

Email: [governance@tpchfoundation.org.au](mailto:governance@tpchfoundation.org.au)

Post: Privacy Officer  
The Prince Charles Hospital Foundation  
GPO Box 3175  
BRISBANE QLD 4001

Telephone: 1800 501 269

## 7. Legal

TPCHF is covered by the Information Privacy Act 2009 (Qld) (Information Privacy Act) which imposes specific obligations when it comes to handling personal information.

In this Privacy Policy, 'personal information' has the meaning given to it in the Information Privacy Act. In general terms, it is any information that can be used to identify you personally. This may include information or an opinion that personally identifies you either directly (e.g., your name) or indirectly.

We may change this Privacy Policy from time to time. If we propose to change this Privacy Policy, we will display the proposed policy on our website at least 2 weeks before any change comes into effect.