

EARS INC. PRIVACY POLICY

INTRODUCTION

EARS Inc. is committed to protecting the privacy of personal information which the organisation collects, holds and administers. EARS Inc. manages personal information in accordance with the *Privacy Act 1988*.

POLICY

EARS Inc will

- Only collect information which the organisation requires for its primary function
- Ensure that people 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 people with access to their own information, and the right to seek its correction.

Our newsletters, emails, letters, comments, advice, presentations, social media and/or websites may have links to other sources of information, such as websites. We are not responsible for the privacy practices of such sources of information and so linked sources of information are not subject to our privacy policies and procedures.

COLLECTION

We will collect and use your personal information for one or more of the following reasons:

- Communicating with you as a member of EARS Inc.
- Communicating with you as a volunteer or supporter of EARS Inc.
- Communicating with you as a donor to EARS Inc.
- Communicating with you as a partner of EARS Inc.
- Communicating with you as a recipient of EARS Inc. services
- Providing advice and information regarding humanitarian audiology projects
- Undertaking various activities required by law
- Analysing the needs of EARS Inc. and our members with a view to developing new and/or improved services.

METHODS OF COLLECTION

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, mail, facsimile, via email or through a telephone conversation with you.

INTERNET USERS

If you access our website, we may collect additional personal information about you in the form of your IP (Internet Protocol) address and domain name. Also, our web site uses cookies. Cookies do not identify you personally, but they may link back to a database record about you.

PERSONAL INFORMATION QUALITY

We rely on you to tell us when there are changes to your personal information that we hold about you e.g. a change of address.

PERSONAL INFORMATION SECURITY

We store your personal information in different ways, including in paper and in electronic form. We take all reasonable measures to ensure that your personal information is stored safely to protect it from misuse, loss, unauthorised access, modification or disclosure.

We take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose for which it may be used or disclosed. Where it is not reasonable to destroy or permanently de-identify personal information in electronic form, we will take reasonable steps to prevent inadvertent access to it.

USE AND DISCLOSURE

We only use and disclose personal information about you for the purposes for which it was collected (as set out above) or as required by law.

ACCESS

Subject to some exceptions that are set out in the National Privacy Principles, you can gain access to the personal information that we hold about you by making a written request.

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

ENQUIRIES AND COMPLAINTS

You can make further enquiries or complaints about our privacy policies by contacting us at admin@earsinc.org

You can also make complaints to the Office of the Australian Information Commissioner.

MORE INFORMATION

More information about privacy in general, is available on the Office of the Australian Information Commissioner's website at www.oaic.gov.au

AUTHORISATION:

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