

Privacy Policy

Lions Club of Brisbane Macgregor INC

The protection of personal information is important to the Lions Club of Brisbane Macgregor Inc ('Macgregor', 'we', 'us', 'our'). and we are committed to respecting the rights to and for privacy and the protection of personal information as we are bound by, and comply with, the Privacy Act 1988 and the Australian Privacy Principles. This document sets out the following:

- (a) How we collect personal and sensitive information
- (b) Types of personal and sensitive information that we may collect
- (c) How we use and disclose personal and sensitive information
- (d) How individuals can access or seek correction of information held by us
- (e) Who to contact regarding privacy issues and complaints or concerns?

It is important to note that in providing your personal information to us, you consent to its use, storage and disclosure in accordance with the privacy policy statement.

This policy provides for the way in which we may collect, use, store and disclose information. This policy statement is applicable to Macgregor and any affiliated associated Lions Club may or may not be subject to the same privacy laws but will be governed by their own privacy statements and/or policy.

What personal and sensitive information does Macgregor collect?

Personal Information

Generally personal information is information from which it is possible to determine somebody's identity and circumstances.

This information collected by us about a particular person will vary depending on the circumstances of the collection, for instance it may include but is not limited to a person's contact details (name, email, postal address, phone number, date of birth, gender, banking and credit card details, driver's license, passport number, qualifications or communications history with Macgregor)

Sensitive Information

Sensitive information is a type of personal information that also includes information about:

- (a) racial or ethnic origin
- (b) membership of any political, professional or trade association
- (c) health or dis-ability
- (d) any other specific information relevant to the operations of Macgregor

Macgregor is required by law to obtain consent when collecting sensitive information. We will assume consent to the collection of all sensitive information as provided to it for use in accordance with this privacy policy unless told otherwise.

How does Macgregor collect personal and sensitive information?

Information may be collected when you:

- (a) Become a member of Macgregor
- (b) Subscribe to any publication of Macgregor
- (c) Provide details to Macgregor in an application form, consent form, survey or feedback form
- (d) Enter personal information into or agree to have any of your personal information entered into one of our online systems and in particular a database for electronic communication.

Access to Macgregor Website

Macgregor's website is located at www.brisbanemacgregor.qld.lions.org.au where you can:

- (a) Contact us via email, telephone or mail or engage with us on any social occasion, media participation, any application for any project undertaken by us
- (b) Participate in any program, activity, competition or event run by us
- (c) Purchase merchandise, products or services from us
- (d) Access information for the election or appointment to the Board of Management of Macgregor
- (e) Contract to or a volunteer position with Macgregor

Providing information

Depending on the circumstances, some type of information will be required, and others will be optional. If you do not provide some or all the information requested this may affect Macgregor's ability to communicate with you or provide the requested information or services.

By not providing the requested information you may jeopardise your ability to participate in any of the programs, positions, competitions, applications or voluntary positions or participate in any project undertaken by us. If it is impractical for us to deal with you as result of you not providing the requested information or consent, we have the option to refuse to do so.

Storage and Protection

We store information in different ways, including in paper and electronic form. Much of the information we collect from and about our members is added to our database which is hosted by a third-party storage provider.

When your information is entered into the database the information may be combined or linked with other information held by you.

Non- members including, volunteers, project participants, applicants for support, contractors and the public at large, information is stored in files, paper or electronic.

Some of the ways we protect your personal information include:

- (a) Restricted access to information
- (b) Maintaining electronic products to prevent unauthorized computer access
- (c) External and internal security

Security of Personal Information Important to Macgregor

We are committed to safeguarding information we handle about you. This includes preventing its misuse or loss, unauthorized access modification or disclosure both internally and externally. We have a policy of strict security and confidentiality in respect to any of the volunteers, members, contractors, project participants, applicants for support and the public at large.

How does Macgregor use and disclose such information?

We may only disclose personal information in accordance with this privacy policy and can be used specifically for:

- (a) verifying your identity to complete background checks
- (b) run, administer and market competitions, programs, projects and other activities and other events relating to the variety of community services undertaken by us
- (c) respond to emergency situations involving or requiring medical treatment
- (d) administer, manage and provide you with access to our database
- (e) keep you informed of dues and information relating to various events, activities, projects or otherwise.

We may only use health information to ensure that projects we operate are run safely and in accordance with any health needs in respect to the members and/or participants. Health information may also be kept for insurance purposes.

Disclosure

We may disclose your personal information to a range of organisations which include but are not limited to:

- (a) other Lions Clubs including the district and the international organisation
- (b) companies which we might engage to carry out projects, functions and activities on behalf of us including direct marketing
- (c) our professional advisors including accountants, auditors and lawyers
- (d) our insurers

With international disclosure, we will make best endeavours to ensure parties are subject to a law or agreement which effectively holds the principles of handling information pursuant to the provisions of the Privacy Act.

Direct Marketing

We assume consent to use non-sensitive personal information to provide you better services and marketing, including disclosure of such information to service providers.

Every person who has data collected by us has the option to refuse email, sms, posted or telephone enquiries.

You may do this by communicating your refusal either by the website or directly to the Secretary of the Club who is the club's Privacy Officer. If you are still not satisfied of the communication, you are receiving you can also write to the President of Macgregor via the details on the website.

Specific Disclosure

In addition, we may also disclose personal information

- (a) with your express consent
- (b) when required or authorised by law
- (c) to an enforcement body when reasonably necessary
- (d) to lessen or prevent a threat to an individual or public health or safety

Our Website

Our website is located as indicated and provides full disclosure of our privacy policy and the site may record information about the use of the site, including web pages visited and the time and date of that visit. In addition, we may use cookies on the website to categorise and analyse the preference of users to improve the experience of using the website which may include personal information.

Access in seeking correction of information held by Macgregor

We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. However, Macgregor relies on the accuracy of personal information provided to us both directly and indirectly.

We encourage all members to regularly review and update their personal information on the website.

Individuals may also request access to their personal information held by the Club by making a request via the contact details set out in our website. We will respond to your request for access within 14 days and endeavour to provide the requested information within 30 days. If you find that the personal information, we hold about you is inaccurate, incomplete or out of date please contact us immediately and we will see that it is corrected.

Complaints and Concerns

Any issues or complaints in relation to the collection, use, disclosure, quality, security and access to your personal information can be made to the Secretary of the Club at this address. We will respond to your complaint within 30 days and try to resolve it within 90 days. If we are unable to resolve your complaint within the time or you are unhappy with the outcome, you can contact the Office of the Australian Information Commissioner (OAIC) via the enquiryline enquiries@oaic.gov.au.

Review

It is noted that Macgregor may amend this privacy policy statement at any time.