



PRIVACY POLICY

Review date: 13th Dec 2020

ADHD Foundation Limited (we, us, our) collects and administers a range of personal information for the purposes of providing support and services to our clients. We are committed to protecting the privacy of personal information we collect, hold or administer. We respect and take your privacy seriously and are committed to protecting your personal information and complying with the obligations set down in the [Privacy Act 1988 \(cth\)](#)

ADHD Foundation Limited recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy, which is compliant with the [Privacy Act 1988 \(Cth\)](#).

Why we collect your information

Your information is only collected in relation to your health care and the support we are providing you. We will collect the information directly from you; however, sometimes we need to collect the information from someone else. This may be from a relative, case manager or another health service provider. We will only do this with your consent or in circumstances where your life may be at risk. At the same time, we will only provide information to a third party outside of the ADHD Foundation with your consent, except in circumstances when you or another person may be harmed or at risk.

What This Privacy Policy Covers

This policy covers how ADHD Foundation treats personal information that is collected and received. We collect, hold, use and disclose your personal information for the following purposes:

- to interact with you and provide information and support to you
- to carry out transactions with you, such as to process payments received by you, or to make payments to you
- to assess your eligibility to access any of our programs
- to maintain our business records
- to provide you with information about activities and events that may be of interest to you
- any purpose required or permitted by law
- any purpose disclosed to you and to which you have consented
- any purpose that you would otherwise reasonably expect, and otherwise to run our business.

How we collect your information

We collect personal information from our members, donors, supporters and other individuals and organisations with whom we deal with only for the purposes of our interactions. We only collect personal information by lawful and fair means. We will collect your personal information through our interactions with you, such as where we communicate by telephone, mail, email, or when you submit a form on our website

This policy does not apply to the practices of medical practitioners, companies, individual businesses or organisations that ADHD Foundation does not own or control, or to people that the ADHD Foundation does not employ, engage with or manage.

Disclosure Statement

We will protect your privacy and where it is lawful and practicable to do so, an alias may be allocated where relevant and appropriate to ensure anonymity. This includes information used for the Disclosure

We will not sell, share or rent any of your personal information to third parties, other than to the extent set out in this Privacy Policy, or for a purpose that you would reasonably expect, that is required or permitted by law, or for which you have provided consent. We may disclose your personal information to third parties, such as:

- our service providers, including IT services, insurers, financial institutions, mailing houses
- our related medical practices, companies, member organisations and other business partners
- our professional advisers, including lawyers, accountants and auditors
- government, regulatory and law enforcement authorities, and
- your agents and representatives.

If you wish to gain access to the information that we hold about you, you may contact our Privacy Officer on the details provided below. We will respond to all requests for access. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access and the provisions of the Privacy Act on which we rely to refuse access. We may seek to recover from you reasonable costs that we incur for providing you with access to any of the personal information that we hold about you.

Accuracy of information

We take reasonable steps to ensure that the personal information that we collect, hold and use is accurate, up-to-date and complete, and that the personal information that we disclose to third parties is also relevant. As such, we encourage you to contact us if you believe that any of the personal information that we hold about you is inaccurate, outdated, incomplete, irrelevant or misleading. You may request that we correct such personal information by contacting our Privacy Officer on the details provided below.

We will respond to all requests to correct personal information. We are not obliged to correct any of your personal information if we do not agree that it requires correction and we may refuse to do so. If we refuse, we will provide you with a written notice explaining the basis for our refusal.

Security

We may hold your personal information in both paper-based and electronic files. Electronic information is stored on secure servers that are protected in controlled facilities in Australia and under the highest security in a multi winning company that has achieved auDA Information security standard (ISS) accreditation. In some cases, these facilities may be overseas. We seek to ensure that personal information that we hold is protected from misuse, interference and loss caused by unauthorized access, modification or disclosure. Our employees and agents are obliged to treat any personal information held by us confidentially. Our website

Our website utilises "cookies", which are pieces of data that are stored on your hard drive containing details about your use of our website. Use of a cookie does not provide us with information about you that can be used to identify you, rather, they anonymously track usage of our website, so that we can enhance users' experience of our website. You may elect to reject cookies and still use our website, however in doing so, you may be unable to access certain pages.

We also use IP addresses to analyse trends, administer our website, track use movements on our website, and gather broad demographic data for aggregate use, which we may share with our partners and advertisers. We note that IP addresses are not linked to any information that could identify you.

Marketing

We may use the personal information that we hold about you, including your contact details, to provide you with information about activities and events that may be of interest to you, or to seek your support for our activities. You may opt out of receiving all or certain types of marketing information from us at any time by contacting us on the details provided below.

Questions and complaints

The ADHD Foundation governance team review all our policies annually to ensure they are compliant with any changes to legislation and fit for purpose. We may make changes to this Privacy Policy at any time without notice to you. At any time, our current Privacy Policy is available on our website.

If you have any questions, concerns or complaints about the way in which we have handled your personal information, or if you believe that we have not complied with our obligations under the Privacy Act, please contact us at office@adhd.foundation.org.au or phone us on 0411 144 551 or mail to Governance Officer
Postal address: PO Box 22 Epping New South Wales.