

## 1. Your Privacy is respected

This policy outlines how personal information provided by you, or collected by The Leprosy Mission Australia (TLMA) about you, is used and managed.

The Leprosy Mission Australia is bound by the Australian Privacy Principles (APPs) of March 2014 contained in the Commonwealth Privacy Act (1988) and all subsequent amendments, including those made through the Privacy and Other Legislation Amendment Bill (2024), as well as the Payment Card Industry Data Security Standard (2016).

## 2. Collection of Data

The type of information collected and retained by The Leprosy Mission Australia includes personal information, including sensitive information about:

- Individual donors and supporters
- Job applicants;
- Staff members;
- Volunteers including Board members;
- Contractors; and
- Other people who come into contact with TLMA.

Where it is lawful and practicable, TLMA shall provide individuals with the option of not identifying themselves when entering into transactions.

## 3. Personal Information Personally Provided

TLMA collects personal information held about an individual by way of forms filled out, face to face meetings and interviews, telephone calls, facsimiles, emails, online data collection forms and delivery of services.

## 4. Personal Information Provided by other People

In some circumstances, TLMA may receive personal information about an individual from a third party, for example referrals, requests for information to be sent, etc.

## 5. Personal information obtained without consent

If TLMA has received personal information without your consent it will be destroyed or deleted unless it could have been lawfully solicited for the stated purposes.

## 6. Use of images and stories

TLMA will not collect and use personally identifiable images, stories or information relating to an individual without first obtaining consent in line with our Safeguarding Policy and Procedures.

## 7. Employee Records Exemption

TLMA Privacy Policy does not apply in relation to the treatment of an employee record where the treatment is directly related to current or former employment between the employee and TLMA.

## 8. Job applicants and contractors

In relation to personal information of job applicants and contractors, the primary purpose of collection is to assess the applicant or contractor's suitability for the position. Following the completion of the probation period by the successful applicant personal information of other applicants will be destroyed within a period of 6 months.

## 9. Use and Purpose of Collection

The primary purpose of collection is for the sole use of TLMA informing you of its services, programs and product offerings and to enable them to provide information/services to and for such other secondary purposes that are related to the primary purpose of collection and can reasonably be expected to so relate, or to which you have personally consented.

The purposes for which TLMA uses personal information include:

- To keep you informed about matters related to the organisation's activities through correspondence, emails, facsimiles, newsletters and magazines
- Day-to-day and special activities
- Operational matters of TLMA

The recording of contact or file notes shall exclude value judgements or personal statements about an individual.

## 10. Artificial Intelligence

Artificial Intelligence (AI) functionalities are used within the software applications we use to help us to deliver the best services to you efficiently via automated processes. We do not use AI to collect personal information. Any decisions that might affect you are reviewed or overseen by people.

## 11. Fundraising and Communications

TLMA's fundraising and communications functions support the growth and development of the Mission. Personal information will not be disclosed to a third party organisation that assists in marketing except to a contracted third party that provides services in the ordinary operation of TLMA such as a mail-house.

## 12. Disclosure of Personal Information

TLMA shall not disclose personal information to any third party, except where:

- Those parties are contracted to TLMA and working directly on behalf of TLMA (e.g. mail house)
- Personal information is used by volunteers to perform services directly related to the operation of TLMA.
- TLMA is required or authorised by law to do so.

TLMA typically assigns a unique supporter number to each individual supporter. This number shall not be disclosed to anyone other than the supporter, except as outlined above.

## 13. Sending information overseas

TLMA will not send personal information about an individual outside Australia without:

- obtaining the individual's consent; or
- taking reasonable steps to ensure recipient does not breach APPs; or
- ensuring that the overseas recipient is subject to similar laws.

TLMA is most likely to send personal information overseas when a person is going on behalf of, or on an event organised by or with, TLMA.

#### 14. Sensitive Information

Sensitive information, such as a person's religious affiliation, may be collected with consent by TLMA in connection with its activities. Such information may be used to communicate with the supporter in consideration to their preferences, if relevant to the activity. The information will not be disclosed without the individual's consent.

#### 15. Management and Security of Personal Information

The TLMA staff are, as a condition of their employment, expected to respect the confidentiality of personal information and the privacy of individuals by signing an agreement.

TLMA has in place systems to protect the personal information it retains, including a system of password security for computer data files and security cupboards or locked rooms for physical documents. Documents with personal information are stored in a non-public area in a secure building.

#### 16. Personal Information Update

TLMA tries to ensure that the personal information it retains is accurate, complete and up to date. To update their personal information a person may contact the Customer Service Team during office hours.

#### 17. Access to Personal Information

An individual has the right to obtain access to any personal information TLMA retains and to advise of any perceived inaccuracy. Please contact the Privacy Officer in writing if you wish to obtain access.

#### 18. Monitoring

TLMA will monitor annually information handling practices to ensure they are secure.

#### 19. Enquiries

Information about how to complain if you feel a breach of privacy has occurred and how your complaint is dealt with may be obtained from the Privacy Officer or the TLMA website.

Privacy Officer

The Leprosy Mission Australia

37 Ellingworth Parade (PO Box 293)

BOX HILL VIC 3128

Tel: (03) 9890 0577

Email: [hello@leprosymission.org.au](mailto:hello@leprosymission.org.au)

#### 20. Relevant legislation and other documents

- Australian Privacy Principles (APPs) – March 2014
- Commonwealth Privacy Act (1988) and all subsequent amendments
- Payment Card Industry Data Security Standard (2016)
- Privacy and Other Legislation Amendment Bill 2024
- TLMA Privacy Statement (website)
- FIA Code of Conduct

- Data Breach Response Plan

## 21. Policy Review

This Policy will be reviewed in six months, or line with legislation years.

### Revision History

Version	Date	Author	Summary
8.0	4/07/2023	Nerida Collard	New draft created for next revision
8.1	22/01/2026	Paul Andrews/Cameron Pethybridge	Updated in line with new legislation.

### Document Approval History

Version	Date	Approved by
1.0	28/04/2003	TLMA Board
2.0	16/04/2007	TLMA Board
3.0	11/08/2008	TLMA Board
4.0	03/09/2012	TLMA Board
5.0	23/06/2014	TLMA Board
5.3	26/06/2017	TLMA Board
6.1	24/01/2018	TLMA Board
7.2	26/06/2023	TLMA Board
8.1	28/02/2026	TLMA Board

## **Undertaking for the Protection of Personal Information**

The Leprosy Mission Australia has produced a set of policies and procedures to ensure that the rights of individuals are protected at all times. All employees and volunteers are required to adhere to The Leprosy Mission Australia's policies and procedures at all times.

It is paramount that all employees are vigilant in ensuring that systems and procedures are maintained so that there cannot be a breach of the policies.

I acknowledge that I am prohibited from discussing or reviewing individuals' files or details for any reason other than in the performance of my duties.

I have read the Privacy Policy of The Leprosy Mission Australia and discussed with the Privacy Officer the importance of privacy and provide this undertaking as follows:

I am aware of the organisation's Privacy Standard Operating Procedures and accept the need to adhere to their requirements.