

## The Privacy Act

The Privacy Act 1988 (Cth) (Privacy Act) is the principal piece of Australian legislation protecting the handling of personal information. The Privacy Act promotes and protects the privacy of individuals and regulates how Australian Government agencies and organisations, handle personal information.

The Privacy Act includes 13 Australian Privacy Principles (APP). To find out more about these principles call the Office of the Privacy Commissioner on 1300 36 39 92 or visit their website [www.oaic.gov.au](http://www.oaic.gov.au)

The Melkite Charitable Foundation (MCF), (ABN 20 578 452 101) respects and upholds your right to privacy protection in accordance with the APP. We are committed to protecting the personal information of our clients, sponsors, partners, donors, supporters, and those we engage with.

Please read our **Privacy Policy** carefully as it explains how we collect, use, disclose, store and update your personal information.

## Why we collect your personal information

MCF collects personal information about you where it is reasonably necessary for us to perform one or more of our functions or activities. Your personal information enables us to deliver services to the community, provide you access to our educational classes, social programs, to carry out our fundraising work and, for our internal functions. If we are not provided with the personal information that we request, MCF may not be able to meet your requests or provide services to you.

When you give us personal information such as your name, address, age, and contact details we record it on our database and may use it to contact you in the future.

MCF is very grateful to the individuals, Local, State/Territory and Federal Governments and businesses who provide financial support to allow us to continue our important work in the community.

We collect personal information about our current and potential donors and supporters so that we can encourage, record, and acknowledge their support and communicate with them about MCF and our functions and activities.

## **What personal information do we collect?**

When we collect personal information, we generally use it for the purposes for which it was collected, or as otherwise authorised or required by law. We may collect the following types of personal information—

- contact details, including name, mailing or street address, email address and telephone number
- identification information, including age, date of birth or gender
- financial information, including your bank account number and credit or debit card details
- applicable service-related information, case notes, and assessments
- information required for registering in a class, activity or service
- feedback on the quality and suitability of MCF programs, events, and services
- information regarding skills, qualifications, and employment history
- information required as part of a recruitment or volunteering process
- information regarding current, pending, or anticipated legal proceedings
- other personal information required in the provision of MCF services.

Where required or permitted by legislation or contract, MCF may also collect information for—

- statistical information and reporting, for example use of MCF's website
- incident and Duty of Care reporting
- acquiring professional advice from auditors, lawyers, accountants, health specialists, and other professionals
- assisting contractors, service providers, and other organisations working with or for us to manage and/or deliver services, like mailing houses, credit card payment providers, financial institutions, government departments and agencies
- collating complaints and complimentary information.

## How we collect your personal information

Most of the time, and where reasonable and practicable to do so, personal information will be collected directly from you or through your appointed representatives or agents, either—

- in person
- by telephone, mail or email
- when you contact us to donate
- when you provide your personal information to us online
- when you make an enquiry through our website
- when you register to attend an MCF educational class or social activity
- when you contribute to our fundraising campaigns
- when you volunteer
- through Melkite Parish registers
- surveys and committees, or
- any other way you supply us with personal information.

MCF may sometimes also keep records of our interactions with you including by telephone, email and online.

You may be photographed when you attend an MCF event. We will seek to obtain your consent prior to using a photograph of you on our website or for other MCF events wherever practical. If we are unable to contact you to obtain your consent, we will not include your name or any other personal information with the photograph.

From time-to-time MCF may obtain personal information from third parties, such as government agencies, our donors, supporters, volunteers, contractors, professional speakers facilitating our programs. In these circumstances, MCF will take reasonable and practicable steps at or before the time of collection (or as soon as practicable after collection) to notify you, or otherwise to ensure you are aware, that personal information has been collected and the circumstances of the collection, in accordance with the Privacy Act.

MCF will not collect sensitive information about your health, racial or ethnic origin, political opinions, or membership, religious or philosophical beliefs, trade association or union membership, sexual preferences, or criminal record unless you have expressly consented to give us this information. By providing health or other sensitive information to MCF, you consent to MCF collecting this information and using and disclosing it only for the purposes set out in our Privacy Policy.

## **Purpose and use of your personal information**

The purposes and use of the personal information MCF collects may include—

- processing donations and transactions, including issuing receipts
- communicating with you, sponsors, donors, and partners
- responding to your questions, comments, or other requests
- registering to attend a class, activity, or service, including online
- promoting, monitoring, and evaluating MCF's programs, events, services, and fundraising campaigns
- conducting surveys
- recruiting and managing staff, contractors, and volunteers
- any other purpose or activity that we identify as necessary at the time of collecting your personal information.

## **Do we share your personal information?**

MCF will not share your personal information with any individuals or organisations without your prior consent. Your consent can be given in writing, verbally or implied by your conduct. When the use or disclosure of your personal information is required or authorised by Australian law or a court/tribunal order, in circumstances such as, to manage emergency situations, to support a government protection agency or assist law enforcement then MCF would reasonably be expected to share your personal information.

MCF does not share your personal details with other organisations or companies. Your personal information is always stored and used only by MCF.

MCF may share your information with our related entities, contractors providing services to us and other third-party suppliers but strictly for the purposes of carrying out the work of MCF, such as printing and mailing, fundraising phone calls made to our sponsors, grant providers, partners, church community, and supporters, payment processing companies and financial institutions, IT providers, database management and others who interact with MCF on this basis.

MCF does not sell personal information to third parties and, except as provided for in this section of our Privacy Policy, does not make personal information available to third parties.

You can advise MCF if you do not wish to receive any further communications, by contacting our office on 02 9750 5514 or email [community@melkite.org.au](mailto:community@melkite.org.au)

## **Protecting your personal information**

MCF takes all reasonable steps to protect your personal information from loss, misuse, interference, unauthorised access, modification, or unlawful disclosure. Your personal information is stored securely in our databases and only accessed by authorised MCF staff. Access to individual client files is restricted to staff who legitimately need to access the files. System administration staff have access to the system solely for the purpose of system administration.

If you send MCF an email or submit an enquiry we will have a record of your email address. Your email address will not be added to a mailing list, and we will not send you unsolicited email (SPAM). MCF will use your email address to respond to your enquiries and communicate directly with you.

However, you should keep in mind that the transmission of information over the internet is not completely secure or error-free. Particularly email sent to or from various sites may not be secure, and therefore you need to take care in deciding what information you send to us via email.

From time-to-time MCF may need to contact clients, sponsors, donors, and partners directly to update or confirm their personal information or credit/debit card details.

If we contact you to update your personal details, or to rectify a problem with a credit card donation or payment, we will provide you with sufficient information from our database—including where appropriate the last four digits of your credit card—for you to be reassured that the caller is our representative and legitimate.

If at any time you are contacted and requested to provide exact details of your finances, bank, or credit/debit card details, such as, being asked to disclose any combination of a full credit/debit card number, an expiry date and CVV number, then consider this a HOAX or SCAM. DO NOT PROVIDE any details, disregard the request and report it immediately to [www.scamwatch.gov.au](http://www.scamwatch.gov.au) or contact our office on 02 9750 5514 or email [community@melkite.org.au](mailto:community@melkite.org.au) and advise us.

MCF staff are strictly bound by MCF's confidentiality requirements.

## **Update and access to your personal information**

MCF takes all reasonable steps to ensure that personal information collected, held, used, disclosed, stored, and handled is complete, accurate, and current. You are entitled to access your personal information that we hold on our database, or you can ask us to correct, amend or delete any personal information about you, by contacting our office on 02 9750 5514 or email [community@melkite.org.au](mailto:community@melkite.org.au). MCF will verify your identity before disclosing any personal information.

Please allow fourteen (14) working days for processing a request, unless it is unreasonable or impracticable to do so, such as we need to keep any type of information for legal, auditing, or internal risk management reasons.

## **Cookies**

Most browsers are set to accept cookies. Use of cookies makes web-surfing easier by performing functions such as saving your passwords, and your personal preferences regarding your use of the websites.

Any personal information collected via the use of cookies will only be used by MCF in accordance with this Privacy Policy.

If you prefer not to receive cookies, you can set your browser to refuse cookies. If you choose to refuse cookies, it is possible that some areas of our website will not function properly when you view them.

## **Third Party Links**

There are several places throughout the MCF website that has links to other websites that do not operate under our Privacy Policy. The content in these third-party websites is not our responsibility or under our control. The MCF Privacy Policy does not apply to these external links or third-party websites. These third-party websites may collect your personal information; therefore, we advise that you carefully read the privacy policy of each of these websites before you disclose any personal information.

## **Modifications to our Privacy Policy**

MCF may revise our Privacy Policy from time to time by publishing a revised version on our website. The revised version takes effect from the time it is published. Your continued use of the MCF website signifies your acceptance of the revised policy. You should review our website periodically for any changes in the MCF Privacy Policy. If you do not agree to any of the changes or updates in the MCF Privacy Policy, you should leave the website immediately.

## **Making a complaint**

If you wish to make a complaint that MCF may have failed to comply with our obligations in relation to The Privacy Act or our Privacy Policy, please contact our office on 02 9750 5514 or email [community@melkite.org.au](mailto:community@melkite.org.au)

Please provide as much detail about the facts surrounding the complaint to allow MCF to thoroughly investigate the issue, decide on any action to be taken and respond to you within fourteen (14) working days of receipt of the complaint.

If MCF is unable to resolve your complaint to your satisfaction, you may make a complaint to the Australian Information Privacy Commissioner [www.oaic.gov.au](http://www.oaic.gov.au).

## Contact Us

For further information, questions, or concerns about the MCF Privacy Policy, please contact us—

**Email**            [community@melkite.org.au](mailto:community@melkite.org.au)  
**Telephone**      02 9750 5514  
**Post**             PO Box 620, Greenacre NSW Australia

The MCF Privacy Policy was posted on **22 March 2024**.