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Beyond Disability Inc is a not for profit, volunteer organisation that provides internet communications services to the housebound physically and mobility disabled located on the Mornington Peninsula.

This Privacy Policy sets out how Beyond Disability Inc. (BDI) handles any personal (including sensitive) information we collect through membership or volunteer applications, via our volunteers, through the use of any of our services, or by any other means.

BDI's Privacy Commitment:

BDI is committed to handling all personal information it collects in accordance with the requirements of the *Privacy Act 1988* (Cth) including the National Privacy Principles (NPP's) (which govern the collection, use, storage and disclosure of personally identifiable information) and to protecting the personal information of our members (including their families and carers), BDI volunteers, users of our website, and anyone else with whom we deal. This document sets out our complete privacy policy on how we manage the collection, use, disclosure, storage of and access to personal (including sensitive) information.

What is personal information?

Personal information is information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion.

What is sensitive information?

Sensitive information is certain kinds of personal information which cannot be collected unless a person has consented, or collection is required by law, or certain other circumstances exist as set out in the NPPs. It includes, but is not limited to health information and a person's racial or ethnic origin.

Collection

We may collect personal information when a person:

- (a) applies to become a member of BDI;
- (b) applies to become a volunteer of BDI;
- (c) agrees to become a sponsor of BDI or our members;
- (d) or otherwise deals with us through our fund raising, public awareness or other activities. The kind of information we may generally collect and hold about a

person is their name, address, disability, telephone, email and fax contact details, payment details and photographs and other media (video).

Use and disclosure

We will generally only use or disclose the personal information for the primary purpose for which it was collected and for carrying on our business, which includes:

- (a) maintaining and managing our database of volunteers, members, their families and carers and communicating with them (including responding to queries and requests for assistance);
- (b) producing and sending out promotional material;
- (c) running our website;
- (d) conducting equipment installations, inspections and maintenance activities;
- (e) providing telephone and email support; and
- (f) raising and administering donations, sponsorships and membership payments.

We may disclose personal information to our service providers (such as our internet service providers, support agencies like Anglicare and similar organisations) and volunteers in the course of providing our services.

We may also disclose (upon receiving express written consent):

- (a) certain personal information of our members, including their first name, age, disability); and
- (b) photographs of our members, their families and carers and our volunteers,

to help BDI to promote its programs and obtain potential sponsors for BDI members.

We will not otherwise disclose any personal information about a person unless required or permitted by law (including the NPPs).

Use and disclosure of sensitive (including health) information

BDI may collect sensitive information about the health of and any disabilities and conditions suffered by our members or member applicants (including physical and mental disabilities). We may also seek medical clearances from a doctor (if required) in order to evaluate that person's application for membership ***you may be required to provide satisfactory medical clearance***. Where we are required to collect such sensitive information, we will only use that information with the person's written consent unless otherwise required or permitted by law.

We do not provide any advice or service of a medical nature to anyone and we give no opinion about the health of any individual.

Cookies

When you visit our website, details are recorded about your visit, such as time and date, your server address, pages accessed, time spent and type of browser. This information

is used in an anonymous form for statistical purposes and as such cannot be used to identify you individually.

Security and storage

BDI will take all reasonable steps to protect the personal information which we hold from misuse, loss, unauthorised access, modification or disclosure, and we will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose to which the NPP's apply.

Complaints, access and correction

BDI takes all reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. If we hold information about a person we will generally provide them with access to their personal information, upon request at no charge. We will provide a mediation process for any access requests which are refused. If on any occasion access is denied, we will provide reasons for refusal.

If you have any concerns or complaints about the handling of any of your personal information which BDI may hold about you, please *write* to us at the postal or email address provided at the top of this policy. If personal information held by us is shown not to be accurate, complete and up to date, we will take reasonable steps to correct those deficiencies.

Government Identifiers

BDI may record this type of information only when requiring proof of a person's disability, veteran or other type of pension benefit. We will take all reasonable steps to ensure that any pension or concession numbers kept on a person's file are secure, and are only used for the purpose of verifying income and are not disclosed to any third party.

Amendments to our Privacy Policy

This document is available on our website (www.bdi.org.au), or a copy can be requested by telephoning 0417 786 087 or emailing or writing to the contact addresses given above.

This policy may be reviewed and amended from time to time. We will place any amended version on our website.

Privacy Contacts

See the contact details provided above.