

## Privacy Policy

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### 1. Overview

**Purpose** Fullife Foundation recognises that personal information may be subject to misuse by individuals and other organisations. Fullife Foundation recognises our responsibility to ensure that all personal information it holds about individuals are treated respectfully and not knowingly misused.

This policy therefore represents Fullife Foundation's commitment to comply with Australian privacy laws in the handling of personal information.

**Who does this policy apply to?** This policy applies to:

- Donor partners
- Those visiting website

**Definitions** In this Privacy Policy, 'Fullife Foundation', 'we', 'us' and 'our' refers to any entity owned or controlled by the Fullife Foundation.

**Policy Changes** Fullife Foundation has the right to modified the policy as they see fit and in line with current privacy laws and practices.

### Version Control Table

Version	Date	Changes	Created by	Authorised by
0.1	19.01.19	Initial draft	Teresa Hooper	
0.2	25.04.19	Second draft	Janelle Murley	
1.0	12.07.19	Final version	Janelle Murley	Fullife Foundation Board

## 2. Policy Statement

Protecting and maintaining any information we receive on behalf of donors, partners, etc. is of utmost importance to Fullife Foundation. We undertake seriously our obligations in relation to protecting this information including your personal information and are committed to keeping your information safe.

Fullife Foundation is required to abide by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Privacy Act 1988 (Cth) (Privacy Act).

## 3. Policy Implementation

<b>3.1. Handling of Personal Information</b>	Fullife Foundation has processes in place to ensure that your personal information is protected. If you wish to know how we handle your information e.g. through our databases, please contact us (see 'How To Contact Us' below).
<b>3.2. Privacy Complaints</b>	If you believe that Fullife Foundation has had a data or information breach as outlined in by the Australian Privacy Principles, please contact Fullife Foundation in writing. An Officer of Fullife Foundation will respond to you within a reasonable timeframe but not extending more than 30 days. If you are not satisfied with our response, you may take your complaint to the Office of the Australian Information Commissioner.
<b>3.3. Confidentiality</b>	When engaging with Fullife Foundation, you will be asked if you wish for your details and identity to be available and used by Fullife Foundation. You also have the right to remain anonymous. Sometimes this may not be practicable because we need personal information to provide services to you. Please discuss any concerns you have in relation to our dealings with you.
<b>3.4. Information Collected</b>	<p>Our ability to provide you with our services is dependent on us obtaining certain personal information. This might include:</p> <ul style="list-style-type: none"> <li>• name and contact details</li> <li>• bank account details</li> <li>• documentation used for identification and verification purposes</li> </ul> <p>Fullife Foundation will collect information that is reasonably necessary for the primary purpose of providing a not for profit service to you and also for complying with our legal obligations.</p> <p>If under the legislation we are required to collect certain information that is sensitive we will seek your consent prior to storing and collecting the information within our system.</p>
<b>3.5. Personal Information</b>	If Fullife Foundation receives unsolicited personal information and if the information is not reasonably necessary for one or more of Fullife Foundation's activities, we will destroy or non-identify the information as much and as soon as possible, unless the legislation and or laws state otherwise.
<b>3.6. Direct marketing</b>	Fullife Foundation may use the personal information we receive about you for

	<p>the purposes of providing information to you in the form of emails, newsletters that may be of interest to you. You are able to opt out of this communication at any point in time by sending us an email with a request to do so.</p> <p>Fullife Foundation will not directly market to you using information that is considered sensitive unless you have provided consent.</p>
<p><b>3.7. Access to personal information</b></p>	<p>Individuals may request from us at any time details of their personal information that we may hold in our records. We will endeavour to provide as much information as possible on request.</p> <p>If errors are found within the information we will rectify as soon as possible.</p> <p>If for some reason Fullife Foundation were to decline your request or provide the information in the manner requested, we will provide written notice of the reasons (unless unreasonable to do so).</p> <p>You will maintain your rights under the Privacy Act to contact the relevant authority and require clarification.</p> <p>All requests for access to personal information should be in writing to Fullife Foundation. We will respond to your request within 30 days from the date the request is made. Fullife Foundation may charge a fee for supplying personal information.</p>
<p><b>3.8. Privacy on our website</b></p>	<p>When you visit our website, we may collect statistical data about the visit. This data would not normally identify the individual. We use this information to improve the website and the information provided to you. When we ask for your personal information it will be provided by you with your consent, ie Donations, etc.</p>

#### 4. How to Contact Us

The policy is available on our website. You may also request a copy be forwarded to you by contacting Fullife Foundation as per details below:-

The Manager  
Fullife Foundation  
Shop 50, Stables Shopping Centre  
Childs Rd, Mill Park VIC 3082

T: (03) 9404 2444

E: fullifefoundation@fullife.com.au

Website: <https://fullifefoundation.com.au/>