

Privacy Policy		
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Mercy Ships Australia (MSA) is committed to protecting your privacy. MSA collects and stores your personal information on a database used by MSA. That database can only be accessed by using a password. MSA's collection, storage and use of your personal information is regulated by the *Privacy Act 1988 (Commonwealth)*.

Personal information collected by MSA may include:

- your contact information like your name, address, email address, phone number;
- your date of birth, gender and occupation;
- your bank account or credit card details; and
- a history of your donations and correspondence with MSA.

The way in which MSA may collect information from you includes by phone, in person, online, by email or on forms completed by you. Personal information collected online is secured using SSL (Secure Sockets Layer) encryption. MSA also collects information from its own records of your donations.

MSA may use your personal information to:

- process your donation or provide you with receipts;
- provide you with information on how your donation is used;
- confirm your identity when you make enquiries about your donation;
- send you information about MSA's activities, including by way of a newsletter; and
- develop, improve, and market our range of activities, projects and fundraising appeals.

Should you do not wish to receive the newsletter or information about MSA's activities, projects, and fundraising appeals, please let us know (as below).

MSA will not sell your personal information or share it with any one. However, it may disclose your personal information to:

- Australia Post who assist with mailing operations;
- the website technology company which assists with website usage analysis; and
- MSA's Bank when depositing your donations and membership fees.

MSA takes reasonable steps to ensure that third parties are bound to keep private your personal information as required by law and to only use your personal information for the specific purpose for which MSA provides it.

MSA may also disclose your personal information to:

- its accountants, auditors and lawyers;
- law enforcement, government or other organisations as required by law;
- if it is legally required to do so.

MSA will keep and use your information after you have provided a donation or communicated with MSA in some way. How long MSA holds and uses the information after you have stopped donating or corresponding with it depends on requirements under law and your association with MSA.

If you want to change any information that you have previously given to MSA, have any queries about the use of your personal information, or if you do not want to receive any further information from MSA you can:

- Post: PO Box 1080, Caloundra Qld 4551, Australia
- Office: 4/24 Bulcock Street, Caloundra Qld 4551, Australia
- Office: 2/236 Old Cleveland Road, Coorparoo Qld 4151, Australia
- Website: mercyships.org.au
- National Office phone number: 1300 739 899

MSA will not collect Sensitive Information from individuals except with express consent from the individual and only where it is necessary for MSA to collect such information for an activity or function.

From time to time, MSA may also receive unsolicited personal information, being information that we have not taken active steps to collect. When MSA receive such information, we will decide within a reasonable period whether we could have collected it pursuant to the requirements in the APP. If we determine that we could not have collected the information, we will destroy or de-identify it as soon as practicable. Alternatively, if we determine that we could have collected the information and wish to retain it, we will deal with this information in accordance with our obligations under the APP.

If you are under 18 years of age, you should obtain your parents'/guardians' permission beforehand whenever you provide Personal Information.

If you choose not to provide personal information that MSA request, we may not be able to communicate with you, issue a tax receipt, process donations, or provide you with opportunities to

participate in surveys carried out by MSA or its agents. By providing your personal information to us, you confirm that you have agreed to us collecting, holding, using and disclosing your personal information in accordance with this Privacy Policy.

Use and Disclosure

MSA collects, holds, uses and discloses Personal Information about individuals for the following purposes:

- processing donations and maintaining accurate records about who donates to us;
- assessing the purpose, if specified, for which donations are made;
- meeting our legal obligations, such as providing donors with official receipts for their donations;
- keeping our supporters informed about MSA's activities, campaigns and appeals;
- keeping our supporters informed about other services, products, campaigns and appeals and offering the opportunity to subscribe to them;
- conducting research and surveys carried out by MSA or its agents to better understand and connect with our supporter base;
- developing and managing relationships with our employees and contractors and business partners.
- administration of volunteer work; and
- compliance with our legal obligations.
- MSA may sometimes disclose names and addresses to third parties for the purpose of allowing them to market their products and services. Such disclosure will be subject to your express consent. Individuals are given the opportunity to opt out of such communications and can contact MSA for further details.

MSA does not sell Personal Information.

MSA may Disclose Personal Information to unrelated third parties to enable outsourcing of functions (including cloud service providers or third-party contractors for processing, storage and support). Where this occurs, MSA takes reasonable steps to ensure that all Personal Information is handled and protected in a manner that is consistent with the Privacy Act 1988 (Cth) and Australian Privacy Principles, preferably as part of the services contract. Examples of such functions include mailing services both postal and email, answering questions about activities and programs, fraud prevention services, data analysis to group demographic attributes of supporters and processing of credit card payments.

On occasion MSA may use or disclose your Personal Information for the purposes of direct marketing and this will be done in accordance with applicable laws You may opt-out from receiving direct marketing communications at any time.