



## Privacy Statement – Donations, Employment & Volunteering

Very Special Kids is committed to protecting the privacy and the rights of individuals in relation to their personal information. We want to provide a safe and secure environment for you and will only collect information that is necessary for us to provide services, or where it is required by law.

This Privacy Statement refers specifically to privacy issues relating to donations, employment and volunteering. For information concerning privacy issues relating to the delivery of services to families, please refer to the “Privacy Statement – Family Services” on our website.

### What information does Very Special Kids collect about me?

Depending on the nature of your interaction with Very Special Kids, we may collect and hold personal information including:

- Your contact details – name, address, phone number, mobile phone number;
- Your date of birth and gender;
- Your bank account or credit card details; and/or
- Certain details about your personal interests, employment status or salary bracket.

Where possible, Very Special Kids will collect information directly from you. This may include through your participation in a fundraising event or campaign, merchandise purchases, when making a generous donation and for applications for employment or volunteering opportunities. However, we may also collect information from third parties when appropriate (such as the National Police Checking Service, reference checking systems, AHPRA, Everyday Hero, Karma Currency, Go Fundraising, LinkedIn, Facebook, Twitter, Instagram and You Tube) and may occasionally use a consumer list that has been acquired from a reputable data provider to obtain contact details of potential donors for a specific marketing campaign.

De-identified information for improvement purposes such as anonymous answers to surveys or aggregated information about how you access and use our website or Facebook page may also be collected by Very Special Kids.

Where it is lawful and practicable to do so, Very Special Kids will offer you the option of interacting with us anonymously or by using a pseudonym. For example, we can accept gifts and other forms of support anonymously. However, provisions contained in taxation legislation require Very Special Kids to collect the name of the donor if the donor requires a tax deductible receipt.

If there is information about you that you do not want collected, please tell us. We will discuss with you any consequences that failing to provide this information may have.

### How is my personal information used?

The personal information you provide may be used for:

- Marketing: to communicate with you about donations, products, services, campaigns and events
- Fundraising: processing your donations and issuing receipts;
- Research: to conduct and/or fund research into Very Special Kids programs and services, or research into donor attitudes
- Employment and/or Volunteering: processing any application you make for employment or volunteering opportunities
- Responding to your queries, feedback or complaints;
- The purposes for which it was collected; and/or
- Any related purposes.

## **Opting Out or Modifying Your Information**

At any time you may opt-out of receiving marketing communications by contacting us or by using opt-out facilities provided in the marketing communications and we will then ensure your name is removed from our mailing list. We do not provide your personal information to other organisations for the purposes of direct marketing.

If you would like to change any information you have previously provided, please contact Very Special Kids on 9804 6222 and ask for:

- Fundraising Team (to change donor details including the frequency or type of direct marketing you receive)
- Human Resources Manager (to change information pertaining to employment application/status)
- Volunteer Coordinator (to change information pertaining to your volunteer applications/status)

## **How we protect your information**

Very Special Kids maintains strict policies and systems to ensure that personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Credit card details are encrypted in our database or kept in a secure archive facility. Personal information is destroyed or de-identified when no longer needed. Please be aware that we cannot guarantee the security of information transmitted to or from Very Special Kids via the internet (e.g. email or online forms) prior to it reaching our systems or after it leaves our systems.

Where personal information is stored with a third party we have arrangements which require those third parties to maintain the security and privacy of that information, but we are not liable for any unauthorised access or use of that information.

## **Image Copyright**

Very Special Kids reputation and goodwill is extremely important. Permission to use images featured on this website has only been given to Very Special Kids and therefore should not be downloaded or used in any way by a third party without consent. Many of the children featured on this website have life-threatening conditions and to use their images without consent is against the wishes of their families. For information on obtaining permission for an image, please contact the Very Special Kids Communications Manager on 03 9804 6222.

## **Disclosure**

Very Special Kids will only use and disclose information for the primary purpose for which it is collected, or for a secondary purpose if:

- The secondary purpose is directly related to the primary purpose and you would reasonably expect Very Special Kids to use or disclose the information for the secondary purpose; or
- You have consented to the use or disclosure; or
- The use or disclosure is required, authorised or permitted, whether expressly or implied under law; or
- The use or disclosure will prevent serious and imminent harm; or
- The use or disclosure is otherwise permitted by privacy and confidentiality laws.

Very Special Kids will only use or disclose personal information for direct marketing purposes when you have either consented to their your personal information being used for direct marketing or you have a reasonable expectation that your information will be used for this purpose, and opt-out provisions are clearly available. All marketing information released by Very Special Kids contains a simple means by which individuals may easily request not to receive direct marketing communication from Very Special Kids. Where requests of this nature have been received, Very Special Kids will discontinue direct marketing to these individuals.

## **How you can access your information**

You have a right to request access to your personal information held by Very Special Kids, except in some exceptional circumstances provided by law. You may request access to any personal information we hold about you at any time by contacting our Privacy Officer using the contact details below and providing proof of identity. However, Very Special Kids may limit or deny access to personal information where providing such access is unreasonably burdensome or expensive under the circumstances, or as otherwise permitted by the Australian Privacy Principle's. We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you.

### **Complaints about privacy**

If you have concerns about our management of your personal information, please speak to a Very Special Kids staff member or contact the Privacy Officer (see “Contacting Us” below for details). Once your complaint is received we will investigate the matter in accordance with our Complaints and Feedback process.

If you are not satisfied with the way we have managed your complaint, you may choose to lodge your complaint with an external complaints body:

Australian Information Commissioner  
Tel: 1300 363 992  
Website: [www.oaic.gov.au](http://www.oaic.gov.au) (opens in new window)

### **Contacting us**

If you have any questions about this Privacy Statement, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact our Privacy Officer at:

Privacy Officer  
Very Special Kids  
321 Glenferrie Road MALVERN VIC 3144  
Tel: (03) 9804 6222