

PRIVACY POLICY STATEMENT

RMHC Sydney

The Home For Dinner – In Your Home campaign is conducted by Ronald McDonald House Charities Sydney ABN 29907192147 (referred to in this document as RMHCS, we, us or our). We are a registered charity with the Australian Charities and Not-for-profits Commission that gives seriously ill children the best gift of all – their families.

The intention of this policy is to provide a general overview of our approach to handling your personal information. Other policies may apply instead of or in addition to this policy in certain circumstances.

Your consent

We respect each individual we deal with and this extends to respecting and protecting personal information. To the extent we are bound by the Privacy Act 1988 (Cth) and other privacy laws which govern the way in which organisations such as RMHCS hold, use and disclose personal information (including sensitive information).

Types of information we may collect

By signing up for Home for Dinner – In Your Home you consent to us collecting, using and disclosing, in accordance with our privacy policy, various personal information about you. This would include your name, address, phone number, email address, date of birth, geographical location and account number (if applicable), as well as information collected through the use of our digital platforms (e.g. the Home for Dinner website, Funraisin) including (but not limited to) user preferences, and 'cookie' information (small text files stored on your internet browser). If you Opt-in you will receive info about other fundraising campaigns, marketing communications from RMHC Sydney and if you would like to unsubscribe, you must tell us in writing at supporting.sydney@rmhc.org.au

Where we collect personal data from

Where possible, we will collect your personal information directly from you, however where collection directly from you is not reasonable or practical, we may collect personal information about you through contracts with charitable partners, sporting organisation partners or goods/services suppliers, social media channels, use of our website(s), or through other general promotions/competitions that we may conduct.

Why we collect and use your personal information

This collection is for the purposes of locating, verifying, and publishing prize winners, providing information to you, facilitating our internal business operations, including internal record keeping and the fulfilment of any legal requirements under charitable gaming laws. You can opt-out of any of our email communications by selecting the opt-out link at the bottom of each email.

What happens if I do not want to provide my personal information?

If you do not provide the personal information requested, or if the personal information you provide to us is incomplete or inaccurate, we may not be able to process your entry into the Home For Dinner – In Your Home prize competition or to contact/locate you for delivery of the prize.

Information about third parties

If you provide us with personal information about a third party, in doing so you will be representing to us that you have that person's consent for us to collect and handle their personal information in accordance with this privacy policy – and we will be collecting the information on that basis.

Who we share your personal information with

In order to provide goods and services to you, we may disclose your personal information to:

- a. our employees, and related and affiliated entities for the purpose of providing our services, operating our business, and fulfilling requests by you.
- b. service providers who assist us in operating our business (including cloud data storage suppliers, IT suppliers, mail distribution service suppliers or professional advisors such as lawyers, accountants, and auditors), and these service providers may not be required to comply with our privacy policy;
- c. third parties to whom you have agreed we may disclose your information; and
- d. as required or authorised by law, to a law enforcement body, relevant authority, charitable sector or gaming regulator, from time to time.

Certain personal information of prize winners may be published on the RMHCS websites or social media channels. The information likely to be published will be your first name and surname and the use of an image you have tagged RMHCS in. Signing up to the Home For Dinner campaign means that RMHCS can use videos and photos RMHCS have been tagged in across social media platforms including but not limited to Facebook, Instagram and LinkedIn.

Prize winners may be asked to participate in additional publicity opportunities associated with the Home For Dinner – In Your Home campaign, for example an interview subject to your express consent to participate in that particular publicity. We are not likely to disclose your personal information to overseas recipients, except as permitted by the Privacy Act, unless we tell you otherwise at the time or, if that is not practicable, as soon as practicable after the personal information is collected.

Security

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We will take all reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

The personal information we do collect is either stored on in-house data servers located in Australia or transferred to a server located in Australia and hosted by a third party. We take all reasonable steps to ensure any third party data storage suppliers we partner with have appropriate cyber and physical security controls in place.

Personal information which is no longer required to be held by us or by law will be destroyed or de- identified, subject to specific laws in respect of data retention.

Access and correction

You may access the personal information we hold about you upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete, or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete, and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint. There is no fee for making any corrections to your personal information.

Questions and complaints

Individuals who have a question or wish to complain about the management of their personal information, should also contact RMHCS via the listed methods below. We will review your question/complaint and respond to you within a reasonable time after receiving it (and within any applicable statutory timeframe). If you are not satisfied with how we deal with your question/complaint, including the outcome, you can lodge a complaint with either the Office of Australian Information Commissioner.

Ronald McDonald House Charities Sydney

149 – 151 Barker Street Randwick NSW 2031

T. 02 9382 1622

E. randwick@rmhc.org.au

Additions and Jurisdiction

We may amend the privacy policy at our sole discretion, and it is your responsibility to review this page from time to time.

We may do things in addition to what is stated in this privacy policy to comply with the APPs, and nothing in this privacy policy shall deem us to have not complied with the APPs.

The laws of the Sydney, Australia apply to this privacy policy and the parties submit exclusively to the courts of that jurisdiction in relation to any alleged breach of this policy.