



## LEGACY BRISBANE PRIVACY STATEMENT

**Legacy Brisbane is committed to protecting your privacy.**

Legacy Brisbane respects the rights of all individuals to have the power to access and control their personal and health information. Legacy Brisbane's Privacy Statement covers the collection and use of personal and health information, information collected from third parties, security over, and access to the information.

Any information or opinion collected by Legacy Brisbane enables the organisation to carry out the necessary operational functions, services and/or related activities, which has a benefit of achieving our mission to support the families of deceased or incapacitated veterans to deal with the impact of their loss. An individual's information collected by Legacy Brisbane is covered by the Australian Privacy Principles under the *Privacy Act 1988* (Cth) ("Privacy Act").

Legacy Brisbane requires all Legatees, volunteers, staff, contractors and or any person engaged in Legacy Brisbane activities and operations in its provision of services, to take all reasonable steps to comply with the Privacy Act and **Australian Privacy Principles** (APP's) of the *Privacy Amendment (Enhancing Privacy Protection) Act 2013* (Cth).

All personal and health information regarding Legacy Brisbane widow/er's and families, person/s with a disability, former and current Legatees, donors, volunteers, staff, suppliers and contractors, is collected by Legacy Brisbane for its primary operations and will not be made available to any other person(s) and/or organisation(s) without consent (either express or implied) except where permitted or required under exemption of the Privacy Act.

Legacy Brisbane does not use personal and / or health information collected about an individual for any other purpose other than the primary purpose for which the information was obtained, unless –

- a. the individual's consent has been obtained for use or disclosure or, the secondary purpose can reasonably be related to the primary purpose- e.g. communications for event, news or fundraising purposes and where the individual would reasonably expect the organisation to use or disclose the information for a secondary purpose,
- b. the information is not sensitive information and the information is for the secondary purpose of direct marketing and
- c. it would be impracticable to obtain consent and
- d. providing the individual has not made a request to Legacy Brisbane not to receive direct marketing communications or
- e. is required under law or a court/tribunal order.

Personal and/ or health information held by Legacy Brisbane for the provision of services will not be disclosed to someone overseas without the written consent of the individual unless it is unreasonable or impracticable to obtain consent.

In accordance with the legislation, an individual may not wish to disclose personal and/or health information, however this could prevent Legacy Brisbane from providing relevant assistance and services.

Legacy Brisbane will comply with a donor's wish to remain anonymous.

There may be times when Legacy Brisbane requires services from other organisations to assist with research, mailing out of publications, service delivery and fundraising. These organisations are limited in their use of personal and health information, as the information provided can only be used for the purposes of Legacy Brisbane's operations. This may include disclosure to service providers including Australian Banks, payment processing and mailing services who are located, or may store information outside of Australia (including United States and Japan).

Legacy Brisbane may collect, use and hold the following information:

- In relation to the provision of support and services to our clients – name, contact details, date of birth, occupation, marital status, details of dependants, date of death, pension, medical, clinical, advocacy, personal case, social work and rehabilitation files, financial position information and service history.
- To select, establish and manage our employment, Legatee membership and volunteer relationships – name, contact details, date of birth, occupation, employment history, membership history. Legacy Brisbane also collects personal information, with consent, for Blue Card and Police Checks.
- To establish and manage our fundraising relationships, – name, contact details, details relating to involvement with Legacy Brisbane charity events, or relating to donations or bequests that an individual or organisation have made or would like to make, any relevant payment or billing information.

Legacy Brisbane will not collect or release sensitive information concerning individuals unless:

- the individual has given consent;
- the collection of information is required by law;
- the collection is necessary to prevent or lessen a serious and imminent threat to life or health of any individual;
- the collection is necessary for a confidential dispute resolution.

Any personal or sensitive information that is not relevant to Legacy Brisbane's operations will not be documented in any person/s file unless there is a requirement under the Privacy Act and/or other relevant legislation that requires Legacy Brisbane to retain information – irrelevant information will be secured and /or shredded, or desensitised.

Legacy Brisbane has the right to determine if any unsolicited personal information received is related to an individual's request for assistance and is reasonably necessary, before taking all reasonable steps to ensure relevance, before destruction of or re-identifying material as soon as is practicable.

An individual is given the option, at initial contact and all subsequent times, not to receive marketing and fundraising communication, including direct mail. All marketing and fundraising communication material contains the opportunity for the recipient to opt-out of receiving any further information.

Legacy Brisbane will not disclose an identifier assigned to an individual by an agency unless for reasons allowable within the Privacy Act.

Please be assured that Legacy Brisbane recognises its responsibility to maintain confidential, secure, accurate, and up-to date records on all individuals who access the organisation's services. Legacy Brisbane personal, widows and dependants, and volunteer files are kept secure and archived internally and externally under secure conditions.

If Legacy Brisbane is required under law or court order to retain personal information, the information will not be destroyed or de-identified.

As a donor to Legacy Brisbane, we may also allow like-minded organisations to contact you with information that may be of interest to them. These organisations allow us to do the same and in this way we can raise more

money to provide support. If you do not wish to receive information from organisations we trust, you can opt out at any time by contacting us.

In some cases Legacy Brisbane may collect personal information through the use of “cookies”. When you access a website we own, our website may send a small electronic file containing a unique ID number to your computer – a cookie. The cookies used do not identify you but only identify your computer’s IP address. This enables Legacy Brisbane to keep track of products or services you view and to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. If you do not wish your computer to receive cookies, you can set your browser so that your computer does not accept them.

If a person feels their personal information and/ or health information supplied to Legacy Brisbane has been compromised or is incorrect, contact should be made to the Chief Executive Officer on the details below.

Legacy Brisbane will take all reasonable steps to correct any errors which have occurred. If the information is unable to be changed a letter will be sent outlining the reason.

Where a complaint is made regarding an alleged breach to the Privacy legislation, it will be handled by Legacy Brisbane’s Chief Executive Officer, who will investigate, manage and monitor. The Chief Executive Officer will, when necessary, conduct interviews or convene conferences between relevant parties to the complaint.

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact our Chief Executive Officer at:

Legacy Brisbane  
PO Box 3003  
South Brisbane QLD 4101  
[admin@legacybrisbane.org.au](mailto:admin@legacybrisbane.org.au)  
phone: (07) 3029 5600

If you wish to make a complaint, Legacy Brisbane usually requests that you make the complaint in writing so that the details of the complaint are clear and can be investigated properly. If you are dissatisfied with how we addressed your concerns, you can lodge a complaint with the Office of the Australian Information Commissioner.

Legacy Brisbane’s Privacy Statement can be found on the Legacy website – [www.legacy.com.au/brisbane](http://www.legacy.com.au/brisbane). This policy may be changed from time to time. Any updated versions of this privacy policy will be posted on our website, please review it regularly.

This Statement was last updated 19 February 2020.