

Privacy Policy Statement

WHAT IS PRIVACY?

According to the Information and Privacy Commission, Privacy can mean the right to a sense of personal freedom, the right to be left alone and most importantly, the right to have information about oneself handled in a fair and proper manner.

PRIVACY LEGISLATION

Fusion must handle your personal and health information in accordance with National, State and Territory Privacy legislation. This legislation set out the privacy principles that Fusion must abide by when it collects, stores, uses and discloses personal and health information.

FUSIONS' PRIVACY OBLIGATIONS

Fusion is committed to protecting and maintaining the privacy of your personal and health information. Fusion's Privacy Policy demonstrates our commitment to protecting your privacy and provides details of:

- the ways in which Fusion complies with its privacy obligations;
- policies and practices that address Fusion's privacy responsibilities;
- procedures relating to handling grievances or complaints regarding Fusion's privacy practices.

To view Fusion's complete Privacy policy and privacy information sheet please go to:

www.fusion.org.au/aboutus/policy

TYPES OF INFORMATION WE COLLECT

We collect personal information to provide, administer, improve and personalise our services and goods, process donations and payments, identify individuals, maintain and update our records, assess applications for programs and support, assess employee or volunteer applications, conduct surveys and research, protect our lawful interests and respond to your queries or concerns.

In certain circumstances, we may collect personal information about you, for example when you contact us, apply for a job or volunteer position, make a donation or join our mailing list. The type of information that we collect includes your name, contact details, identification information, title as well as any personal information provided in forms and documents you submit to us.

HOW WE COLLECT AND HOLD PERSONAL INFORMATION

We hold personal information electronically and, in some cases, hard copy form, at our own secure premises. We take all reasonable steps to ensure that the personal information that we hold is protected from loss, misuse, unauthorised access by ensuring that this information is held on secure servers in controlled facilities and that information stored within our computer systems can only be accessed by those entrusted with authority and computer network password sanctions.

WHY WE COLLECT USE AND HOLD PERSONAL INFORMATION

We will only use personal information for the primary purpose for which it is collected (eg. provision of our services, including administration of our services), or for purposes related to the primary purpose where it would reasonably be expected that we would use the information in such a way, or in other limited circumstances set out in the Privacy Act. We collect, hold and use personal information to:

- communicate with, and comply with our legal obligations to government agencies
- correspond with people who have contacted us, and donors
- provide services to our clients/participants
- recruit and assess potential employees; and
- maintain and update our records.

DISCLOSURE

Fusion will NOT disclose your personal or health information unless:

Policy Statement Code	FAL-GOV-PRV-02	Version	2.0
Drafted by	Policy Work Group	Approved on	Nov 2018
Responsible person	Fusion CEO	Scheduled review date	Nov 2021

- you have provided clear and written consent to do so;
- a court or similar body has ordered the information's release;
- a law enforcement agency is requiring information and certain tests are met; or
- the disclosure is necessary to prevent a serious and imminent threat to your life or health or that of another person

We may disclose personal information we have collected to Fusion centres located overseas in circumstances permitted by the Australian Privacy Principles. Otherwise we do not disclose personal information to third party organisations overseas.

FUSION WEBSITE PRIVACY STATEMENT

Information collected online by Fusion

When you visit Fusion's website, our servers may collect the following information for statistical purposes: your IP address, browser type, operating system, pages viewed while browsing Fusion's website, dates and times of the visit. Where your personal information is collected while visiting our site, we will provide you with details about the purpose for collecting it including how it will be used, whether it's required by or under law and if it's to be disclosed to any other party. We will only use your personal information for the purpose for which you provided it or a directly related purpose.

Security

Fusion has a number of security measures in place to protect against IT security risks. These include firewalls, network intrusion detection and virus scanning.

Some Fusion sites can only be accessed with a login name and password to ensure that only authorized users are able to access personal information.

Links to other Websites

External sites that are linked to or from the Fusion site are generally not under our control or responsibility. If you decide to access linked third-party websites, you are encouraged to review their privacy policy, terms of use and content.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

You can request access to your personal information held by us, or request that it be corrected, by contacting us at the address below or at your local Fusion Centre. To ensure confidentiality, details of your personal information will be passed on to you only if we are satisfied that the information relates to you. A fee will not be charged for an access request, but you may be charged for reasonable expenses we incur (such as search and copying costs). If we refuse to provide you with access or correct the personal information held about you by us (in accordance with the Privacy Act), then we will provide reasons for such refusal.

DEALING WITH PRIVACY COMPLAINTS

Your privacy is important to Fusion and we will do our best to resolve your concerns. To assist us in helping you, we ask you to follow a simple three-step process.

1. Gather all supporting documents about the matter of complaint, think about the questions you want answered and decide on what you want us to do.
2. Telephone our National Privacy Officer on 03 9579 3955 and we will review your situation and if possible, resolve it straight away.
3. If you are not satisfied with our response, we may require you to submit your complaint in writing by email national@fusion.org.au with your contact details. We will then investigate your complaint and endeavour to respond to you in writing within 30 days of receipt of your written complaint.

Where an individual wishes to make a formal request for a review of Fusion's conduct in the handling of his/her personal or health information, the Fusion Complaint Form is to be completed and lodged with the relevant Fusion Centre or National Office.

If we have not responded to you within a reasonable time or if your concerns are not resolved to your satisfaction, you are entitled under the Privacy Act to make a complaint to the Office of the Australian Information Commissioner.

Complaints must be made in writing to:

Director of Compliance, Office of the Australian Information Commissioner,
GPO Box 5218, Sydney NSW 2001
T: 1300 363 992
W: www.oaic.gov.au