

## **Ryder Cheshire Australia**

### **Privacy Statement 2014**

Edited September 2019

Protecting your privacy is important to Ryder-Cheshire Australia (RCA) and its State Foundations (RCF).

Whenever we collect and otherwise deal with your personal information, RCA will abide by the National Privacy Principles (NPPs) which are contained in the Privacy Act 1988 and the legislation changes in March 2014.

#### **INFORMATION WE COLLECT**

The personal information we collect and hold includes name, contact details, and other information which assists us in conducting our business, providing and marketing our services and meeting our legal obligations.

With our volunteer program we also collect occupation, employment history, education and qualifications, testimonials, feedback and 'sensitive information', such as information about an individual's health or their criminal record.

#### **HOW YOUR INFORMATION IS USED**

Information is collected by Ryder-Cheshire Australia (National body) and Ryder Cheshire Foundations (State bodies) for the following purposes:

- to process a donation, sponsorship, sale of goods or other financial support, through our website or otherwise;
- to process your membership;
- to keep you informed of Ryder-Cheshire developments in the form of newsletters covering RCA, its State foundations and its affiliated homes in Australia, India and Timor-Leste. These publications and websites could include information on staff and patients of those centres, information on other homes within the wider Ryder-Cheshire community and on volunteers to these centres;
- to provide you with information on any fundraising activities;
- to allow us to review and improve our programs;
- to improve our communication with our supporters;
- to improve facilities in our homes;
- for statistical analysis.

RCA aims to ensure that information gathered for ongoing use (ie subscriptions) is accurate, complete and up-to-date. However the accuracy of this information is largely dependent on

the information you provide. To assist us with this, please contact us if you are aware of any changes required to your personal information.

Under our duty of care for vulnerable peoples and as guided by our protection policy there may be reasons for sharing identifying information with third parties including law enforcement or organisations assisting with the protection of a person who is at risk. In those cases, information about individuals may be shared as need be and with the utmost care to protect both individuals at risk and those being investigated, and with regard to the formal procedures for investigating claim

## VOLUNTEER PROGRAM

Information on a prospective volunteer is collected by the Overseas Volunteers' Co-ordinator (or, an RCA member acting on their behalf) for the following purposes:

- to process an application to volunteer at our homes in Australia, India or Timor-Leste and for follow up on return;
- to liaise with the Directors of our Centres in regard to your placement;
- to obtain feedback from you about your experiences;
- to allow us to review and improve our programs;
- to keep you informed of Ryder-Cheshire developments and events, and for future placement opportunities.

Only relevant information will be passed on to our Centres in India and Timor-Leste or to other RCA and RCF members.

By accepting a volunteer position with RCA you agree that sensitive information received from you, ie, a police check, can be passed to Directors of the Centres that you propose to volunteer in. This information will not be passed on to anyone else unless you have given your prior permission.

Volunteers will be placed on a Returned Volunteers List. All information placed on that list will be treated as confidential and will only be used by RCA and its state foundations as stated above.

Volunteers will be placed on a current members list and will receive information in regard to fundraising activities and current events in both our centres by way of newsletters. You may have your name removed from this list at any time by emailing or writing to the secretary of your state Foundation (see Contact Us below).

Paperwork for volunteers will be kept for an indeterminate period of time either electronically or on paper for the sole use of RCA for historical and statistical purposes or as an aide if the volunteer wishes to re-apply.

**Newsletters and brochures:**

When articles are published in either a newsletter or in brochures the following criteria will be used:

- full names of committee members, subscription members and volunteers will be used unless the member or volunteer has expressly stated otherwise;
- names of patients/clients/residents will only be referred to by their given names. This includes names of patients/clients in outreach programmes;
- names of members of staff in our affiliated homes in India and Timor-Leste will be used as directed by the Director of that centre.
- only given names of those who volunteer in India and Timor-Leste will be used unless the volunteer has given written permission for their surname to be used. This includes the names of other volunteers who are mentioned in the body of the article.
- Surnames of Rotarians who visit our Centres may be used in the newsletter and on the website.
- Before a photo is used permission will be obtained from all people in the photo, either from the person themselves or from a nominated person in the Centre. Overseas Volunteers' Cordinator will keep a list of all permissions given.

**Website:**

When articles are published to our website the following criteria will be used:

- full names of committee members and subscription members will be used unless the member has expressly stated otherwise;
- only given names of patients/clients/residents of centres will be used. This includes names of patients/clients in outreach programmes;
- only given names of those who volunteer in India and Timor-Leste will be used unless the volunteer has given written permission for their surname to be used. This includes the names of other volunteers who are mentioned in the body of the article.
- surnames of Rotarians who visit our Centres may be used in the newsletter and on the website.
- staff members in our affiliated homes in Australia, India and Timor-Leste will be used as directed by the Director of the corresponding centre. Names will not be changed in newsletters and articles that are posted on the website.
- Before a photo is used permission will be obtained from all people in the photo, either from the person themselves or from a nominated person in the Centre. Overseas Volunteers' Cordinator will keep a list of all permissions given.

## SPONSORSHIP PROGRAM – INFORMATION FROM SPONSOR TO A SPONSORED PERSON

### **Letters from Sponsor to a Sponsored Person**

RCA actively discourages sponsors from writing letters to their sponsored person because it creates rifts between those who receive letters from sponsors and those who don't. If a sponsor does write a letter to their sponsored person, it must be sent through the Ryder-Cheshire Sponsorship Secretary. RCA retains the right to check letters from a sponsor to a sponsored person. The letters will be screened to ensure that there is no:

- sexual or sexualised language;
- excessive use of familiar terminology such as 'love' (other than finishing their letter 'Love Kathy');
- swearing;
- violence;
- exploitative suggestion;
- reference to relationship/family/financial problems;
- inappropriate photos and images (containing nudity, images of a sexual/intimate nature, or exploitative images);
- religious content (sponsors mentioning their religion is appropriate - preaching and evangelism, sending bibles or discriminating against another religion is not);
- racist language of any sort;
- political content;
- invitations to come to Australia;
- offers of direct financial and other assistance.

### **Images from Sponsor to a Sponsored Person:**

When photos are sent from a sponsor to a sponsored person in India or Timor-Leste:

- before they are forwarded to the sponsored person they will be scrutinized by the Australian Sponsorship Secretary using the points in "Letters to a Sponsored Person" above. If they are found to be in breach of these points, they will not be sent;
- only given names are to be used on photos, surnames should never be added.

## SPONSORSHIP PROGRAM – INFORMATION FROM SPONSORED PERSON TO A SPONSOR

### **Letters from Sponsored Person to a Sponsor**

When letters are sent to sponsors from the designated Sponsorship Secretary in India or Timor-Leste the following criteria will be used:

- letters to sponsors are written in the country of the sponsored person and content will be determined by the Director/Sponsorship Secretary of that centre;
- letters will be passed on exactly as written by the Centre through the Australian Sponsorship Secretary to the sponsor;
- the Director of the Centres will decide what is appropriate regarding the use of names of those sponsored, other inpatients and members of staff in our affiliated homes in India and Timor-Leste using the laws of their own country as their reference;
- the Director of the Centres will also decide what information is able to be passed on as being relevant and not of a sensitive nature.

### **Images from Sponsored Person to a Sponsor**

When photos are sent to sponsors from a sponsored person the following criteria will be used:

- no photos will be added to letters to sponsors other than those deemed appropriate by the Director of the Centres in India and Timor-Leste;
- only given names will be used on photos, surnames will never be added.

### **CHILD AND DISABLED PERSONS IMAGE DISPLAY GUIDELINES**

Photos sent to sponsors may be displayed at home or in your personal space at work. For privacy purposes no names or ages should be added to the photo. If there is a name on the photo you should ensure that it is only a given name before displaying it.

### **GENERAL**

RCA acknowledges that your personal information will be protected and treated confidentially and that no personal information will be passed onto any other person or agency without first obtaining your written permission. When asking your permission, we will disclose what information we wish to pass on and the purpose. Written permission may be in the form of a handwritten letter or an email.

In the case of a staff member, patient or sponsored person, personal information will be protected and treated confidentially. No personal information will be passed onto any other person or agency without obtaining permission from that person or the Director of the relevant Centre before passing this information on. When asking for permission we will disclose what information we wish to pass on and the purpose for passing it on.

No sensitive information will be used in articles in newsletters, brochures or on the website.

The following Privacy Statement appears of the bottom of our Volunteer Application forms:

#### **PRIVACY STATEMENT -**

Ryder-Cheshire Australia collects personal information only for use by Ryder-Cheshire. Contact details of those requesting information about volunteering at Klibur Domin in Timor-Leste (or Raphael, Dehradun, India) are maintained on a database and periodic follow-ups may occur.

Once an Application Form is completed personal information is sent to Klibur Domin (or Raphael). Contact will be made with returning volunteers and information may be sent from time to time. At any time a person may request that their details be removed from the database and that no further contact be made. Ryder-Cheshire does not circulate personal details outside the organisation.

## KEEPING YOUR INFORMATION SAFE

RCA holds your personal information securely through physical and electronic means. We take all reasonable steps to ensure that your personal information is not misused, lost or subject to unauthorised access or use. However, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, RCA cannot ensure the security of any information you transmit to us over the internet, and advise that you do so at your own risk. If you do not wish to make your financial contribution online, please contact us (see Contact Us below).

### **SOCIAL MEDIA**

RCA advises you to think carefully before you post or publish any Personal Information in these forums as it will be publicly available.

### **TRACKING WEBSITE USAGE**

We use Google Analytics to track visits to our website, and use this information to track the effectiveness of our website, like visits, length of visit, viewed pages and the technical capabilities of our visitors.

### **DISPOSAL OF INFORMATION**

Outdated information may be retained for statistical or historical analysis, and will not be used for any other purpose, nor given to any other person or agency without your permission.

Once your information is no longer required it will either be electronically deleted using the most appropriate secure means or if a physical copy it will be shredded.

If you believe that we have not dealt with your personal information in a manner that complies with the Privacy Act, or, if you wish to access personal information that we hold about you, please ring, or email, telling us what your perceived problem is, or detailing the information that you would like to access or have removed.

## CONTACT US

You can update your information by contacting us through our website:  
<http://www.ryder-cheshire.org>