



PRIVACY POLICY

1. INTRODUCTION

Cancer Council WA (“we”, “us”, “our”) is committed to protecting the privacy of personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, disclose, store and protect personal information, and how you can access or correct your personal information or make a complaint.

We may revise this Privacy Policy from time to time by updating this page. The revised Privacy Policy will take effect when it is posted on our website.

2. WHAT IS PERSONAL INFORMATION?

- 2.1 “Personal information” refers to information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether it is recorded in a material form or not.
- 2.2 The types of personal information we collect may include your name, date of birth, gender, contact information, credit/debit card information, health information and other information about your history with, or relationship to cancer.

3. WHAT INFORMATION DO WE COLLECT?

- 3.1 The personal information we collect may include:
 - Name and contact details (e.g., address, phone number, email)
 - Date of birth
 - Donation and transaction history
 - Payment details (e.g., credit card or bank account details)
 - Communications with us (e.g., emails, letters, call recordings)
 - Volunteering or participation history
 - Sensitive information (e.g., health or religious beliefs), only where necessary and with your consent

4. WHOSE PERSONAL INFORMATION DO WE COLLECT?

4.1 We collect personal information from people who are connected to our operations and activities, with your consent, including employees, donors, research study participants, recipients of support services, participants in advocacy campaigns or health promotion projects, health professionals, suppliers, volunteers and service providers.

5. HOW WE COLLECT PERSONAL INFORMATION

5.1 Where possible, we will collect your personal information directly from you. We may collect personal information through:

- Our website and online forms
- Health professionals and community workers
- Donation platforms
- Emails and correspondence
- Phone calls and face-to-face meetings
- Events and fundraising activities
- Social media channels
- Third-party providers (e.g., fundraising platforms or payment processors)
- Where it is lawful and reasonable, we may also collect information from publicly available sources.

5.2 If we collect personal information about you from a third party and it is unclear that you have consented to the disclosure of your personal information to us, we will take reasonable steps to contact you and ensure that you are aware of the circumstances surrounding the collection and purposes for which we collected your personal information.

6. WHY WE COLLECT PERSONAL INFORMATION

6.1 With your consent, we collect, hold, use and disclose your personal information for the following purposes:

- **Donations** - Process donations and purchases, issue receipts, and provide you with goods or services requested.
- **Marketing** - to communicate with you about donations, products, services, campaigns, causes and events.
- **Support services** - to provide you with information and support services, and to evaluate and report on these services.
- **Research** - to conduct and/or fund research into the causes of cancer, as well as diagnosis, treatment and cures.
- **Health promotion** - to provide you with information about cancer risk factors, such as UV exposure, tobacco and obesity, and to seek your support for campaigns.
- **Volunteering and other support** - to enable you to assist us with volunteering, community fundraising, advocacy and other activities where we seek the community's assistance.
- **Other issues** - communicating with you in relation to our operations, activities and objectives, to verify your identity, to improve and evaluate our programs and services and to comply with relevant laws.

6.2 Any time we collect your personal information, we will provide you with a collection statement (or a link to our collection statement) outlining why we are collecting the information, how it will be used and stored, how you can access this Privacy Policy and any consequences that may arise from you not providing that information.

7. DO WE COLLECT HEALTH INFORMATION AND/OR SENSITIVE INFORMATION?

7.1 From time to time, we may collect health information and other sensitive information about you with your consent in order to provide our services.

7.2 For example, we may collect medical information from you, if you are participating in a Supportive Care program such as Life Now. We may also collect medical information from you in order to refer you to specific support or advice relating to your cancer diagnosis and treatments.

7.3 However, we only collect sensitive information if the collection is reasonably necessary for one or more of our activities or functions; and we have your consent to collect that information.

8. DISCLOSURE OF PERSONAL INFORMATION

8.1 We may disclose personal information to:

- Service providers (e.g., IT, mailing, payment processing)
- Government or regulatory authorities where required by law
- Auditors, insurers or legal advisors
- Third-party platforms used for fundraising or communications
- Cancer Council Australia and state and territory Cancer Councils that are members of Cancer Council Federation.

8.2 We will never sell your personal information. We may share information with overseas service providers (e.g., cloud storage), but only where appropriate safeguards are in place.

9. HOW WE STORE AND SECURE PERSONAL INFORMATION

9.1 We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure. This includes:

- Secure physical and digital storage
- Access controls and staff training
- Data encryption and regular backups

9.2 When we no longer need your information, we will take reasonable steps to destroy or de-identify it.

10. ACCESS AND CORRECTION OF PERSONAL INFORMATION

10.1 You have the right to:

- Access the personal information we hold about you
- Request that we correct any inaccurate, out-of-date or incomplete information

10.2 To make a request, please contact us using the details in section 13. We will respond within a reasonable timeframe.

11. OPTING OUT OF DIRECT MARKETING COMMUNICATIONS

- 11.1 Any time we use your personal information to send you marketing and promotional information by post, email or telephone, we will provide you with an opportunity to opt-out of receiving such information (or unsubscribe).
- 11.2 By not opting-out, we will assume we have your implied consent to receive similar information and communications in the future.

12. COMPLAINTS AND CONCERNS

- 12.1 If you have a concern or complaint about how we handle your personal information, please contact us. We will investigate your concern and respond as quickly as possible.
- 12.2 If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):
 - Website: <https://www.oaic.gov.au>
 - Phone: 1300 363 992
 - Email: enquiries@oaic.gov.au

13. CONTACT US

- 13.1 If you have any questions or requests regarding this Privacy Policy, please contact:
Cancer Council WA
Level 1/420 Bagot Road
Subiaco WA 6008
Email: privacy@cancerwa.asn.au
Phone: 08 9212 4333