

Privacy Policy

Purpose

Breast Cancer Network Australia (BCNA) recognises that our network share personal information with us in relation to their experiences with breast cancer. This policy establishes our commitment to protecting the privacy and confidentiality of your personal information and the handling your personal information in accordance with this Privacy Policy and the Australian Privacy Principles (APPs) set out in the Privacy Act (Cth) (Privacy Act) and other applicable laws.

Scope

This policy applies to all personal and sensitive information that BCNA, BCNA representatives, and BCNA partners may collect with consent, including but not limited to:

- Private information, as defined in the Privacy Act (Cth) and supporting Australian Privacy Principles (APPs)
- Health information, as defined in the Health Records Act (Vic) and supporting Health Privacy Principles (HPPs) and
- Information or an opinion about an individual who is identified or reasonably identifiable.

Personal information may be collected about people who are connected to our operations and activities, including users of any BCNA websites and service providers.

Out of Scope

This policy does not apply to the treatment of other types of confidential information, that is not classified as personal information, that BCNA may use and store. This information is defined in the BCNA Confidentiality Policy.

Policy Statement

BCNA is committed to protecting the privacy, confidentiality, and responsible use of any personal and sensitive information that we collect, including consent to collect, in accordance with the Privacy Act 1988 (Cth). This policy ensures that BCNA employees, representatives, partners and members are aware of the types of information collected, why and how we collect it and the ways it may be used.

Nothing in this Policy is intended to limit BCNA's obligations under privacy laws, or override any previous agreement made with your consent. For example:

- If you agree that we may use or disclose any of your personal information in ways that differ from those stated in this Privacy Policy, the terms of the previous agreement will prevail to the extent of any difference.
- We may rely on certain exemptions under the privacy-related laws that apply to us, including in relation to employee records and provision of services to, or for, government authorities.

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Application

This policy is applied within BCNA's operations in compliance with the Privacy Act (Cth), proactive management of privacy breach risks, and the implementation of the additional requirements and controls outlined in the schedules in this policy.

The policy schedule/s are included in this policy, cover:

- Schedule I: Collection of Personal Information
- Schedule II: Use and disclosure of personal information
- Schedule III: Accessing and updating your personal information
- Schedule IV: Seeking Further Support.

Non-Compliance

BCNA take individuals' privacy concerns seriously. There are no exceptions to this policy or the attached Schedules. BCNA may consider breaches of this policy as amounting to serious misconduct that may result in disciplinary action including, but not limited to, suspension or dismissal.

BCNA's Director, Corporate Finance or their nominated delegate, has complete discretion in relation to the management of breaches of this policy. In accordance with our Disciplinary Policy, BCNA will consider each matter on a case-by-case basis and manage each breach accordingly.

Reporting non-compliance

If you become aware that a BCNA representative has breached this policy, you must inform the BCNA **Privacy Officer**:

Breast Cancer Network Australia
293 Camberwell Rd
Camberwell VIC 3124
Tel: 03 9805 2500 or 1800 500 258
Email: privacy@bcna.org.au

If you express any concerns that we have interfered with your privacy, we will respond to your complaint within 14 calendar days.

If you are dissatisfied with the handling of your complaint, you may contact the **Office of the Australian Information Commissioner (OAIC)**:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au

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If your complaint relates to how we have handled your health information, you may also be able to contact the **Health Complaints Commissioner in Victoria**:

Health Complaints Commissioner
Level 26, 570 Bourke Street
Melbourne VIC 3000
Telephone: 1300 582 113
Online lodgement: <https://hcc.vic.gov.au/make-complaint>

Related Policies and Documentation

The following documents are referenced within, or related to, this policy and should be reviewed in support of the interpretation and application of this policy:

- Code of Conduct
- Confidentiality Policy
- Disciplinary Policy

Policy Administration

This policy is reviewed three years, or earlier as determined by the Approval Authority or Policy Sponsor. Both endorsement by the Policy Sponsor and approval from the Approval Authority must be obtained prior to the implementation of this policy.

Schedule I: Collection of Personal Information

Whose personal information do we collect?

BCNA collects personal information about people who are connected to our operations and activities, including but not limited to:

- employees/prospective employees, directors, volunteers
- members and associate members
- consumer representatives
- health professionals
- supporters/donors
- suppliers
- event attendees
- pharmaceutical and medical devices organisations
- key government stakeholders
- research study participants
- recipients of support services
- participants in advocacy campaigns or health promotion projects
- members of the public who request information from BCNA
- users of any BCNA websites including the My Journey online tool and service providers.

What personal information do we collect?

The types of *personal information* we may collect about individuals may include your:

- contact details (name, address, telephone number, email address)
- date of birth
- source of referral to BCNA, if applicable (e.g. for supporters/donors)
- credit card or other financial details (for actual and prospective employees, volunteers and community liaisons)
- employment and education information and history.

We may also collect and hold sensitive information (including health information) about you, including your:

- health information, which may include details about your diagnosis and experience of breast cancer and other related health information or co-morbidities that you wish to disclose to BCNA
- your racial or ethnic origin
- your sexual orientation
- your religious beliefs or affiliations and
- genetic information.

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Through the *My Journey* online tool, de-identified information collected about individuals may include:

- device and browser details
- records of time spent on the *My Journey* online tool or other websites
- resources accessed
- webpages visited
- clicks
- location at the time of use
- age and symptoms tracked, including their severity (where symptoms will be identified by codes, as opposed to symptom names).

How do we collect personal information?

We will only collect or request personal information with your consent or where otherwise authorised by law.

Where possible, we will collect your personal information directly from you through the following interactions with us:

- when you make an inquiry or otherwise contact us through our website/s, including *My Journey*, or via email
- when you contact us via our Helpline service
- when you register for an event
- when you interact with us on social media, or via online forms or surveys, or attend one of our forums or conferences
- from correspondence (whether in writing or electronically)
- while conducting surveys
- when administering any of our services and
- as otherwise required to operate and manage our business.
- When you register as a volunteer
- When you register as a consumer representative

You are not obliged to provide any private information to us, and any consent you have provided for us to hold particular information can be withdrawn at any time by contacting our **Privacy Officer**.

Personal information collected from third party sources

In certain cases, we may collect personal information from publicly available sources and third parties, such as any related entities of ours, our suppliers, recruitment agencies, contractors, our clients and business partners.

If we collect personal information about you from a third party, where appropriate, we will request that the third party inform you:

- that we are holding such information

- how we will use and disclose it and
- that you may contact us to gain access to and correct and update the information.

Why do we collect your personal information?

We collect, hold, use and disclose personal information for:

- **Support services:** to offer, provide you with, and communicate with you regarding our support services, including sending requested resources (*My Journey*, *The Beacon*, *My Care Kit* and similar) and survey or research requests (unless you have asked not to receive these).
- **Promotions and Marketing:** to communicate with you about products, services, causes, events, activities, campaigns and donations (unless you have asked not to receive these communications).
- **Research:** to conduct survey or research into the causes of breast cancer, as well as diagnosis, treatment and cures.
- **Health promotion:** to provide you with information about cancer risk factors, and to track your symptoms if you have registered to use the *My Journey*, to provide personalised resources and content to that individual.
- **BCNA administration:** including assessing any application to become a volunteer, contractor or employee of BCNA, carrying out administrative tasks such as research, internal reviews, analysis and production of consolidated statistics, complying with our legal and regulatory obligations and otherwise managing our business.

Schedule II: Use and disclosure of personal information

How we use and disclose personal information

As a general rule, we only use and disclose personal information for purposes that would be considered relevant and reasonable in the circumstances. BCNA will not use or disclose your personal information for any other purpose unless:

- you have consented to that use or disclosure or
- as otherwise required under the Australian Privacy Principles (APPs), Health Privacy Principles (HPPs) and other applicable laws.

Many of BCNA's tasks are performed with the assistance of **contractors and volunteers**, and BCNA may share personal information with them to enable them to perform their tasks. Contractors and volunteers are required to adhere to the Privacy Act, other applicable laws and this policy and policy schedules.

BCNA may also provide personal information to **service providers** who assist BCNA with its business operations, where permitted by the Privacy Act and other applicable laws. These may include organisations that provide BCNA with the following services:

- archival
- research
- mail and delivery
- auditing
- accounting
- financial and legal advisory
- banking
- payment
- security
- technology
- customer contact
- data processing
- data analysis
- investigation and
- marketing.

If we disclose information to a third party, we require that the third party protect your information to the same extent that we do as a minimum.

BCNA may also use or disclose your personal information where required or authorised by law to do so, which may include in emergencies and to assist law enforcement agencies.

How we protect your personal information

BCNA seeks to protect all the personal information it holds from misuse and loss and unauthorised access, modification or disclosure. This applies to information stored electronically and in hard copy form. Specifically, we will hold personal information as either:

- secure physical records
- electronically on servers maintained by us
- in cloud storage, and in some cases
- records on third-party servers that may be located overseas.

We maintain (or require our third-party contractors to maintain) appropriate physical, procedural and technical security within our storage locations to prevent any loss, misuse, unauthorised access, disclosure, or modification of personal information.

Staff induction

Our staff are inducted into this policy and are required to follow the procedures documented within this policy and its schedules concerning collecting, storing, using and disclosing personal information, including its disposal.

Destruction and de-identification

BCNA will destroy or de-identify personal information once:

- it is no longer needed for a valid purpose or
- required to be kept by law or
- If you ask us to do by contacting the **Privacy Officer**.

Access controls

Personal information is protected by restricting access to only those who need access to it to do their job. These access restrictions are reviewed periodically. Physical, electronic and managerial processes have been established to safeguard the security and integrity of your personal information.

How we engage in direct marketing

BCNA has an important role to play in ensuring that all Australians affected by breast cancer receive the best care, treatment and support. Marketing is important to spread our message and our continued success, and we like to stay in touch to let you know about our activities, services and promotions or those from third parties that may be of interest to you.

We will not disclose your personal information to third parties for marketing purposes unless you have provided your consent or such disclosure is permitted under the APPs.

Opting out

You may change your communication preferences or opt-out at any time if you no longer wish to receive commercial messages from us by contact us on 1800 500 258, or

- contacting our **Privacy Officer** or
- clicking unsubscribe at the bottom of any marketing email you receive from us.

How we use information collected from BCNA websites

If someone visits:

- bcna.org.au
- myjourney.org.au
- beacon.bcna.org.au or
- any other BCNA web domain and website.

to read, browse, upload or download information, our system may record non-personal information such as the date and time of their visit to the relevant website, duration of visit, the pages accessed, and any information uploaded or downloaded.

This information is used for statistical, reporting and website administration and maintenance purposes. It is done via a cookie, which is a small text file stored in your computer's memory or on your hard disk for a pre-defined period of time.

Internet browser cookie settings

The default settings of browsers like Internet Explorer always allow cookies, but users can easily erase cookies from their hard drive, block all cookies, or receive a warning before a cookie is stored.

Please note that some parts of the Websites may not function fully for users that disallow cookies.

For information on cookie settings of your internet browser, please refer to your browser's manual.

Online Community users

If you are a user of the online community aspects of the websites, when any information preference is set to 'public', it may be viewed by other users of the websites, including third-party search engines.

When we send emails or other electronic messages, we may record when recipients open the message and click on particular links. This helps us to better understand what information is of interest to those recipients.

Security of personal information sent or received online

While BCNA takes great care to protect personal information on the Websites, unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. Accordingly, BCNA cannot and does not ensure or warrant the security of any information sent to or from BCNA online, including via the Websites, email or BCNA's official social media accounts.

However, once BCNA receives personal information that has been sent to it by online means, BCNA protects its security in accordance with this Privacy Policy.

Linked websites

The Websites and BCNA's official social media accounts may contain links to other sites. BCNA is not responsible for the privacy practices or policies of those sites, and recommends that you review the privacy policies on such third-party websites.

What employee information is collected

We collect information about employees as part of their application and during their employment, either from them or from third parties, such as recruitment agencies. Under the Privacy Act, personal information about a current or former employee may be held, used or disclosed in any way that is directly connected to the employment relationship. We handle employee information in accordance with legal requirements and our applicable policies in force.

Where BCNA employees are not able to access or correct any of their personal information, a request can be made for changes and updates in accordance with our internal processes.

Will my personal information be transferred overseas?

Occasionally, we may engage an overseas recipient to provide services to us, such as cloud-based storage solutions. It is not practicable to specify the locations in which these service providers may be located.

If in future we propose to disclose personal information overseas in other circumstances, we will do so in compliance with the requirements of the Privacy Act. We will, where practicable, advise you of the countries in which any overseas recipients are likely to be located.

In instances where we are required by a legal or contractual obligation to ensure personal information is held in Australia, we will comply with these requirements, and will not disclose such personal information to entities located overseas.

Otherwise, by providing your personal information to us, you consent to us disclosing your personal information to any such overseas recipients for purposes necessary or useful in the course of operating our business and agree that APP 8.1 will not apply to such disclosures.

For the avoidance of doubt, if an overseas recipient breaches the APPs, that entity will not be bound by, and you will not be able to seek redress under, the Privacy Act.

Schedule III: Accessing and updating your personal information

How to access and update your personal information?

To request access to and/or correct any personal information BCNA holds about you, or ask that we delete some or all personal information we hold about you, please contact the **Privacy Officer** using the details set out in Schedule IV of this policy.

Appropriate Identification

Appropriate identification is required before you will be granted access to the relevant information. We ask that you provide as much detail as possible about the particular information your request relates to, in order to help us retrieve it.

Responding to requests

We will respond to all requests for access to, or correction or deletion of personal information, within a reasonable time. As permitted by applicable legislation, we may seek to recover from you, reasonable costs incurred for providing you with this access.

When requests may be denied

In rare circumstances, BCNA may not be required by law to provide access or be obliged to correct or delete your personal information. If that is the case, BCNA will give written reasons to explain this. Where BCNA does not make the requested correction or deletion, you can ask us to make and keep a note of your request with the personal information.

Schedule IV: Seeking further support

Questions or comments about privacy should be directed to our Privacy Officer at the contact details set out below.

The Privacy Officer

Breast Cancer Network Australia
293 Camberwell Rd
Camberwell VIC 3124
Tel: 03 9805 2500 or 1800 500 258
Email: privacy@bcna.org.au

BCNA take individuals' privacy concerns seriously. If you express any concerns that we have interfered with your privacy, we will respond to your complaint within a reasonable period.

For escalating your complaint or breaches of this policy, please refer to the *Non-Compliance* section included in this policy.