



inc. OSTEOPOROSIS QUEENSLAND

ARTHRITIS & OSTEOPOROSIS QUEENSLAND (ARTHRITIS QUEENSLAND)

PRIVACY COLLECTION STATEMENT

Arthritis & Osteoporosis Queensland is committed to protecting the privacy of your personal information. You can access our full privacy policy <http://www.arthritis.org.au/about-us/privacy-and-disclaimer-policy/>

We take reasonable steps to use and disclose personal information for the purpose for which we collect it. The purpose for which information is collected varies, but is generally to provide education, information, or support services to individuals. For example, this might include:

- (a) provision of information and support to you;
- (b) processing donations, memberships, and other payments and issuing receipts;
- (c) communications (e.g. email, printed letters);
- (d) fundraising activities to achieve our mission and vision;
- (e) seeking ongoing support for research, services and programs;
- (f) surveying attitudes and opinions of people who have accessed our services or formed a professional relationship with us; and
- (g) keeping up-to-date lists of suppliers.

Our usual process of collecting personal information is to collect the personal information directly from you. We may also collect personal information from other sources, such as from list purchases, other charitable and fundraising organisations, through referrals from individuals or other entities and through fundraising events. The information is usually collected before and during the course of providing the service for you.

As a general principle, where personal information is not collected directly from the individual concerned, Arthritis Queensland will take reasonable steps to ensure that the individual is informed about the collection unless the individual has previously expressly or impliedly consented to the collection of their personal information and disclosure of this information to Arthritis Queensland. Personal information will only be collected in a manner that is lawful and fair.

In some circumstances, it will be possible for you to use a pseudonym or remain anonymous when dealing with us. If you wish to use a pseudonym or remain anonymous you should notify us when making first enquiries with us. If you choose to use a pseudonym or to remain anonymous, we may not be able to provide our full range of services to you including providing tax receipts for donations or accepting you as an Arthritis Queensland member.

In limited circumstances, your personal information may be disclosed to other entities that assist our functions or activities (such as printing service providers, accountants or law firms).

Personal information is collected to process donations, issue tax receipts and to send you updates. For these purposes, your information may be shared with trusted third parties and our service providers (and their directors, servants and agents), either in Australia or overseas.

Occasionally we may share your personal information with like-minded organisations and they may contact you with information that may be of interest to you, including some organisations located outside Australia. Those organisations allow us to do the same and this way we can reach more people with vital information.

Our detailed privacy policy includes further information on how you can access and seek correction of your personal information and how you can complain about a breach of your privacy. The policy also contains information about how we will deal with a complaint. Please consult our full privacy policy at <http://www.arthritis.org.au/about-us/privacy-and-disclaimer-policy/> or contact us for a copy. You may also contact our Privacy Officer on (07) 3857 4200 or by email at deborah@arthritis.org.au.