



Garvan privacy policy for supporters



Garvan Institute
of Medical Research

The Garvan Institute of Medical Research and the Garvan Research Foundation (Garvan) are committed to ensuring the privacy and confidentiality of your personal information. Garvan complies with privacy laws in relation to the management of personal information.

How Garvan collects and handles your personal information

We usually collect your personal information directly from you when you make a donation, register for an event, or when you have contact with us in person, over the phone or via the internet. In some circumstances we may also collect information about you from third parties, but will only do so where permitted by law. Generally, the personal information we collect about you may include your name, address, telephone numbers, e-mail address, your research areas of interest, event attendance, payment and donation (including credit card) details. We use this information to process your payments, send you receipts and for any other purpose required by law. We may also use this information for the following purposes:

- to provide you with newsletters and surveys;
- to provide you with information about research, education and fundraising events;
- to conduct donor analysis;
- to seek financial support for medical research conducted at Garvan.

Typically, Garvan sends two to three appeal letters a year as well as quarterly issues of our newsletter, breakthrough. We also send out information about our free disease information seminars and e-newsletters. You may choose what you receive at any time.

If you do not wish us to use your personal information for any of the above purposes please contact us by telephone, mail, email or fax.

Disclosure to third parties

Occasionally we may share contact details of our financial supporters with other like-minded Australian charities to enable them to contact you with fundraising materials. If you do not wish us to share your contact details in this way please call us on 1300 73 66 77 or contact us by mail, fax or email using the details provided in the "How to contact us" section below.

Where necessary, we may disclose your personal details to external contractors (such as companies who assist with our mail-outs or research and IT service providers). We do not disclose personal information to third parties overseas. However, we do store some personal information on servers owned by companies based in the US.

Like Garvan, the charities to which we may disclose the contact details of our financial supporters may also use contracted service providers located either in Australia or overseas. We only disclose your personal information to charities and external service providers on condition that they must protect this information in accordance with Garvan's Privacy Policy and Australian privacy laws.

Unless you ask us not to do so, we may mention the names of our financial supporters in the presentation of research by our scientists, in the Garvan Annual Report and on our Honour Board.

We may also disclose your personal information to third parties where you have consented or we are entitled or required to do so under law.

Security of your personal information

We take all reasonable steps to ensure the security of the personal information we hold from unauthorised access, modification or disclosure. We maintain computer and network security by using firewalls, user identifiers and passwords to control access to our computer system. Paper records are stored in locked filing cabinets in secure areas. Donations and registrations made on Garvan websites use SSL security and credit card data is stored using Payment Card Industry Data Security Standard.

Anonymity

Where lawful and practical, you will be given the option to deal with us without identifying yourself. You should be aware that contact details are required in order for Garvan to issue a tax-deductible receipt and to register you for events or tours. We try to recognise the contributions of our supporters, however if you wish to remain anonymous in our publications, please contact us using the details provided in the "How to contact us" section below and we shall respect your wishes.

Our websites

We make use of "cookies", "pixel tags" and similar technologies on www.garvan.org.au and other Garvan websites. The use of cookies allows us to track usage patterns and to compile data in an aggregated and "non user" specific form enabling us to improve our website for future visitors. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature.

The use of pixel tags allows us to track traffic patterns on the websites. They may also be used to determine the habits of our email recipients. For instance, if you sign up for our e-news, pixel tags may be used to determine whether those emails are viewed and what content in those emails is viewed. This information may be linked to your IP address.

The information obtained by us through the use of cookies, pixel tags and similar technologies may be used for marketing purposes in accordance with this privacy policy.

Accessing and updating your personal information

You may request to access the personal information that we hold about you. We will provide you with access, free of charge, in accordance with applicable privacy laws including the Australian Privacy Principles.

We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date whenever we use it. If you find that your personal information is not accurate, or is incomplete or out-of-date, please contact us so that we can amend our records.

Changing your details and informing us of your Preferences

To change your details, choose which communications you receive or choose how we may disclose your personal information, please contact us. If you do not contact us and you have not previously made your wishes known to us, we will assume that you agree to Garvan using and disclosing your personal information in accordance with this policy.

How to contact us

For queries on how your personal information is collected or used, or any other query relating to the Garvan Privacy Policy for Supporters, please contact us at:

In writing

Garvan Research Foundation
384 Victoria Street
Darlinghurst NSW 2010

Telephone

02 9295 8110 or 1300 73 66 77

Fax

02 9295 8507

Email

privacy@garvan.org.au

Complaints

If you believe that Garvan has not complied with its obligations under the Privacy Act, please contact us using the same details as supplied above if in writing, telephone or fax, or via email at privacy@garvan.org.au

We will consider and respond to your complaint within a reasonable period. If you are not satisfied with the decision Garvan makes regarding your complaint you may make a complaint to the Office of the Australian Information Commissioner. The contact details for the Information Commissioner are:

The Office of the Australian Information Commissioner
GPO Box 2999
Canberra ACT 2601
Phone: 1300 363 992
Fax: 02 9284 9666
Website: www.oaic.gov.au

Further information

A full copy of our Privacy Policy is available at garvan.org.au/privacy Garvan may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit www.garvan.org.au/about-us/policies regularly to keep up to date with any changes.



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