



Privacy Statement

Guide Dogs Tasmania is committed to protecting and maintaining the privacy, accuracy and security of your personal information. Guide Dogs Tasmania is committed to the principles of open and transparent management of personal information and upholding all the elements of the Privacy Act 1988 (Commonwealth).

The information we collect will only include details pertinent to the services that we provide and provision of fundraising activities.

Our staff are committed to confidentiality and are trained in privacy principles. We undertake that the information that you have entrusted to us will be handled with the sensitivity and professionalism that you have always expected from us.

Collection of Data

- We will only collect information that is relevant and necessary to the provision of service that you have agreed to conduct with us.
- You will always be informed that we are collecting information, and you will know the purpose of that collected data.
- We will endeavor to collect information directly from you unless it is unreasonable or impractical to do so.
- If we need to collect information from other sources to provide a service to you we will inform you and seek prior permission.
- When we are seeking to collect data from people under 18 years old we will seek written permission from a parent or guardian.
- We respect your choice of anonymity and you may choose to be not identified personally when you assist in fundraising activities. When we provide low vision services, however, we may not be able to assist to our full capacity unless details are provided that are necessary and relevant to the provision of that service.

Use of Information

We will collect, hold, use and disclose the personal information supplied to us by you only for the purpose that we have agreed to conduct with you. Information is used to provide services or products, conduct fundraising to support our organisation, and functions involved in carrying out our business. Following provision of services to you, we may contact you to research and obtain feedback on your experiences with Guide Dogs Tasmania.

We may use the personal contact details supplied to us to give you information on our organization that we believe will be of interest to you and to request your support for our activities. Please let us know if you would not like to receive information or give feedback about Guide Dogs Tasmania by contacting us as outlined below.

Disclosure of Information

We will not sell, share or trade your personal information to any other organization.

Depending on the purpose of collecting your personal information, and only if permitted by the privacy laws in Australia, we may disclose information to other employees of Guide Dogs Tasmania, relevant professional advisors (such as, but not limited to, medical and legal practitioners, auditors), and government bodies, but only if necessary and required to perform the agreed provision of service, or if required to do so by law.

Security

Guide Dogs Tasmania ensures that personal information is protected from misuse, unauthorised access and interference, loss, modification and disclosure. Electronic information is held on secure servers that are protected at our facilities. Paper files are kept in industry accepted security conditions by Guide Dogs Tasmania.

Only nominated workers and those authorised to conduct business on our behalf or legally required to do so have access to personal data. We dispose of and destroy data that is no longer required to meet our internal needs unless we are legally required to do otherwise.

Access and Accuracy of Data

We endeavor to collect accurate data from you and maintain currency of information. If we believe relevant data is out of date, we will contact you to update information. You can request the information we hold about you and make corrections to that information by using our contact details, as stated below.

We will deal with your request to access and / to correct information promptly and free of charge. Where there is an anticipated delay to your request to access and / to correct personal information we will contact you to discuss.

Where a request to access or change data cannot be accommodated, you will be supplied with a written notice that sets out reasons for the refusal and the mechanisms to complain and request a review of the decision.

Contacting Us

If you have any enquiries, concerns or complaints about our handling of your personal information or our compliance with the Privacy Act, please let us know. We take your privacy seriously and would like you to feel assured that your information is safe with us.

We will acknowledge every complaint promptly and let you know a timeframe and investigating officer. We will keep you updated with progress of the investigation, and we will provide you with outcome detail in writing.

Please direct enquiries to:

Privacy Officer

Guide Dogs Tasmania

PO Box 82. North Hobart. 7002

Phone: 1800 484 333 or 03 6232 1222

Email: privacy@guidedogstas.com.au