

Privacy Policy

PCA Group Pty Ltd (PCA) is committed to providing quality services to its clients and their donors in ways which comply with all laws, including privacy laws. This policy outlines our ongoing obligations to all those in respect of who we collect and manage Personal Information.

We will during the course of our business strive to handle Personal Information in accordance with the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure, allow access to and dispose of Personal Information.

By providing your Personal Information to us, you consent to your Personal Information being collected, held, used and disclosed as set out in this Policy.

PCA considers the lawful and correct treatment of Personal Information as critical to its reputation.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.privacy.gov.au.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses and phone numbers or more complex information like date of birth and financial details.

This Personal Information is usually obtained from sub-contracted marketing companies and the independent contractors engaged by them who have collected the information from you.

We collect your Personal Information for the primary purpose of acquiring ongoing donors for our clients.

When Personal Information is collected from you, the person collecting that information will, where possible, explain to you why the information is being collected and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only with your consent or where required or authorised by law.

Disclosure of Personal Information

Your Personal Information will only be used for the reason it was collected as set out above or as otherwise permitted by law. This includes disclosure to the client to whom you have decided to make ongoing donations.

PCA will not disclose your Personal Information to other parties without your consent.

Situations in which PCA may use or disclose information without an individual's consent include where:

- PCA reasonably believes that use or disclosure is necessary to reduce or prevent a threat to a person's life or health, or a serious threat to public health or safety;
- PCA is investigating or reporting on suspected unlawful activity;
- The use or disclosure is required or authorised by law.

Security of Personal Information

Your Personal Information will be stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your that information.

Access to your Personal Information

You may access the Personal Information we hold about you to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

PCA will not charge any fee for your access request, but may charge an administrative fee for providing to you a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to PCA that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy was last updated on 21st July 2017.

PCA may change this Policy from time to time. The current version will be available at all times on our website.

Privacy Policy Complaints and Enquiries

If you have any privacy related queries or complaints a please contact us:

Via email: info@pcagroup.com.au

Via phone: call +61 7 5570 6758 between the hours of 9am – 3pm (Queensland time), Monday to Friday.

PCA will aim to respond within 28 days of receiving a request.

If you are not satisfied with our response, you may take your complaint to the Office of the Australian Information Commissioner.