

HealthServe Australia Inc. (or HSA) is an Incorporated Association. It abides by State and Federal legislation on privacy. HSA, as a member of the Australian Council for International Development (ACFID), abides by its Code of Conduct



The organisation collects and uses information that is often private in nature. This policy outlines:

- Contact details
- A general statement on information handling policies
- What information is collected and why
- How the donor/supporter may opt out of further correspondence
- How this information is held – our security policy
- Access and correction to information held
- Complaint and dispute resolution procedures

Contact Details:

Postal address:

PO Box 3032 Erina NSW 2250 Phone 02 4385 2298

Email: [office@healthserve.org.au](mailto:office@healthserve.org.au)

We respect your right to privacy and we recognise the trust you are placing in us through your dealings with us. As such, we do everything we can to maintain that trust. We employ staff on the basis that they will protect information about you. Staff and volunteers of the organisation sign a document safeguarding the privacy of your details held by the organisation.

Under law, your rights to privacy are also protected. The Privacy Act 1988 and general law place strict requirements on us to treat any information you give us as confidential.

The information you provide remains private, and we only allow its use for the purposes outlined below.

### What information we collect & why we collect it:

Contact information such as name; address; phone numbers and email addresses are used to process receipts and to keep you abreast of any issues or developments we may think you have an interest in.

Financial information such as bank account and credit card details are used to process transactions.

Sometimes we collect some more personal information about you such as what church you attend; your age etc. We use this information to build a picture of our donor base for our organisational information only. This information is only collected with your full consent and you may always decline to provide this to us.

The information we collect is always treated as strictly confidential and is never disclosed to a third party without your prior consent, or unless required by law. We never make our database available to other organisations.

### Opting out of further correspondence:

If you do not wish to receive any further information on HealthServe Australia Inc. or be contacted by HSA regarding any of its work, you will be given the opportunity to make that decision each time information is sent to you. You may also contact our office directly to cancel any further communications.

### How HSA holds information about you (security policy):

**The security** of your information is important to us. When we have collected information about you, it cannot be seen or modified by anyone else. We make all reasonable efforts to ensure that your information is stored securely - both in electronic and physical forms.

When we use external contractors, such as a mailing house to send you our mail, any personal information disclosed to the contractor remains confidential to us.

We destroy any information we may obtain from you, which we no longer require. An exception to this may be the retention of information for data analysis. However if this occurs then the information will be retained in a form which does not allow you to be identified from that information.

### Website financial transactions

When doing any financial transactions with HealthServe Australia (HSA), your financial details are passed through a secure server using the latest 3D secure technology, which is more secure than the current industry standard, 128-bit SSL (secure sockets layer) encryption technology. The 128-bit SSL encryption is approximated to take at least one trillion years to break. If you have any questions regarding our security policy, please contact our executive officer through the HSA office

### How you can access and correct the information held:

It is our policy that our supporters should have access to the information we hold on them. This is consistent with our commitment to transparency.

You may access your information at any time. If you would like to know what information we hold about you please contact our Office. If you discover your information is incorrect, incomplete or out of date, please notify us and we will try to correct or add the information as soon as possible. If you would like to talk to our office concerning this information, please feel free to do so.

### Refund policy

When you purchase a product or pay for an event from HealthServe Australia, we do not guarantee a refund although we may do so in special circumstances. Please choose your product carefully. We do not normally give refunds if you simply change your mind or make a wrong decision. You can choose between a refund, exchange or credit where goods are faulty, have been wrongly described, are different to the product purchased on the website or do not do what they are supposed to do.

### Complaint and dispute resolution procedures:

If you believe we have breached your privacy rights in any way, or you would like to discuss any issues about our privacy policy please contact our office staff of the executive officer. We will try to satisfy any questions that you have and correct any errors on our part.

If we do not answer your concerns to your satisfaction, you have the right to make a complaint to the Privacy Commissioner. The Privacy Commissioner may be contacted on 1300 363 992 or at <http://www.privacy.gov.au>

*Clifford Smith*

Dr Clifford Smith  
CEO, HealthServe Australia

**“HEALTHSERVE AUSTRALIA” is the trading name for  
HEALTHSERVE AUSTRALIA INC. ABN 42 958 367 110**

*“Partnering with Christian compassion, building local capacity to meet health needs.”*

**[www.healthserve.org.au](http://www.healthserve.org.au)**