

Privacy Policy



1. Scope

Sight For All is committed to protecting the privacy of individuals. Sight For all is bound by the Privacy Act 1988 (Commonwealth) and the 13 Australian Privacy Principles.

In addition to adhering to the Privacy Act and Australian Privacy Principles, Sight For All also abides by the ACFID Code of Conduct and Payment Card Industry Data Security Standard. Information collected by Sight For All is used only for the purpose for which it was supplied. Sight For All keeps all information confidential and has data storage security systems in place.

This policy outlines the way in which Sight For All manages an individual's personal information in order to protect their privacy.

This policy applies to Sight For All Board Directors, employees, Visionaries, volunteers and volunteer committee members.

2. Information Collected by Sight For All

Information provided to Sight For All is usually in the form of:

- Individual's own name, telephone number, street address, email address and date of birth
- Individual's own credit card number, name and expiry date and/or bank account details, for the purpose of processing transactions, issuing receipts and collecting information relevant to the donation, membership or transaction
- Employer details, for individuals participating in workplace giving
- History of donations, correspondences and other interactions with Sight For All
- Certain details about personal interests if required

These details are collected at the point of donation or at the point of purchase by an individual. Sight For All does not collect personal information via the organisation's website that is personally identifiable unless initiated by the user i.e.: through the completion of a form.

3. When Information will be collected by Sight For All

Sight For All only collects personal information about individuals in the following circumstances: -

- When an individual makes a donation via a donation brochure or securely via the organisation's website
- When an individual makes a purchase, for example: purchasing a ticket to attend an event
- When an individual emails Sight For All directly
- Over the telephone directly to the Sight For All office
- From third parties who organises fundraising activities or workplace giving on Sight For All's behalf
- Sight For All requests an individual to provide further information for any reason. Such requests will be made in writing by Sight For All and individuals will have the option of not providing additional information
- From publicly available sources of information.

4. Information Provided by Sight For All When Requesting Personal Information

When Sight For All collects personal information, the individual will be advised: -

- How to contact Sight For All
- Why the information is being collected
- If Sight For All is required by law to collect the information
- The consequences (if any) if the information is not provided

- That they are not obliged to provide their name or personal information if they do not wish to do so.

5. Reasons for the Collection of Personal Information

Sight For All collects personal information for the following purposes:

- Australian taxation purposes in receipting and managing donations
- In receipting and facilitating a purchase
- Marketing and fundraising activities
- To communicate with supporters
- To comply with reporting and statutory obligations.

To ensure an individual's privacy is protected, Sight For All will only disclose or alter details when requested by the individual to do so.

6. Processing of Payments

Online – Donations and Vision 1000 Memberships received via the website or other on-line systems are processed using a secure and compliant gateway mechanism, to meet payment security card standards. Credit card details are stored by Sight For All's secure gateways (Stripe and BPoint). These details are not stored by Sight For All.

Offline – Personal information is received by the Sight For All office for the processing of donations, payment of event tickets and Vision 1000 Memberships. Credit card details collected over the phone or at events are stored securely and then destroyed once the payment has been processed.

While Sight For All implements the most secure payment system possible, we are unable to warrant that unauthorised access to data cannot occur.

7. How Sight For All Will Use Personal Information

Sight For All will only collect the information that is required to deliver and improve the services provided. This includes processing donations and providing receipts. In accordance with the Australian Privacy Principles, Sight For All will only use an individual's personal information in accordance with their expressed wishes and consent.

Individuals making a donation to Sight For All have the opportunity to opt-out of receiving communications. When this option is not requested, the individual's details are not recorded.

Occasionally Sight For All allows like-minded organisations to contact individuals with information that may be of interest to them, including some organisations located outside Australia. Information will not be shared with such organisations, without first obtaining the consent of the individual.

8. Access to Personal Information

Unless Sight For All is required to provide an individual's personal information to others for purposes relating to public safety and law enforcement or financial transactions, personal information will only be processed by identified Sight For All employees or volunteers. Sight For All Board Directors, employees and volunteers all complete mandatory police checks upon commencement of engagement with the organisation and every three years thereafter.

At any time an individual may request for their personal details to be changed or deleted. This can be coordinated by contacting the Sight For All Privacy Officer.

Individuals who wish to access their personal information or change the details of their information are able to do so by contacting Sight For All's Privacy Officer. As a security measure, the Privacy Officer will ask the individual wishing to access their personal information to put their request in writing including details to be able to identify themselves.

9. Storage of Personal Information

Sight For All takes all reasonable steps to ensure the security of personal information through the storage of data in a secure environment. Sight For All files are stored in a cloud based environment which is maintained by the organisation's Marketing Manager. In the event that processing of receipts for donations is conducted offshore, Sight For All will only engage with organisations who meet privacy and confidentiality requirements.

Sight For All uses marketing platforms, including Mailchimp and Gestalt, to manage our donor information. Access to these platforms is via secure password and accessible only to relevant Sight For All staff. Sight For All ensures that any platforms used comply with Australian Privacy Standards.

Hard copy documents including copies of receipts are stored in a locked area which is only accessible to people who have been authorised by the Sight For All Chairman or Executive Officer.

10. Privacy and Confidentiality while In-Country

While in-country, Sight For All Visionaries, volunteers, staff and Board Directors may receive information of a personal or confidential nature about others. This may include patients receiving treatment at the partner institution; patient's family members or in-country colleagues or fellows. Sight For All Visionaries volunteers, staff, Ophthalmic Country Officers and Board Directors will not disclose, share or publish confidential information without the written consent the individual, government department or appropriate authority.

11. Privacy Officer

Sight For All's Privacy Officer is the Marketing Manager.

12. Photographic Consent

Sight For All's Personal Image Consent Procedure outlines requirements for ensuring consent for children and adults when images are taken. Copies of this procedure are provided to Sight For All representatives at their point of engagement. Sight For All's Marketing Manager undertakes training for staff to understand the process for ensuring and recording photographic consent. Image Consent forms are also translated into a number of languages.

Sight For All's ethical decision making framework for respecting individual's privacy when taking and using images is outlined in the Fundraising and Transparency Policies.

13. Lodging a Complaint

Individual's wishing to lodge a complaint regarding Sight For All's Privacy Policy or storage of personal information are encouraged to do so in line with the organisation's Complaints Handling Policy. Grievances can be lodged with Sight For All's Executive Officer in person, via telephone, via email or posted. Sight For All's Complaints Handling Policy outlines the organisation's commitment to maintaining confidentiality and de-identifying complaints.

14. Related Documents

- Sight For All Complaints Handling Policy
- Sight For All Financial Risk Management Policy
- Sight For All Fundraising Policy
- Sight For All Personal Image Consent Procedure
- Sight For All Transparency Policy
- Privacy Act 1988 (Commonwealth) Australian Privacy Principles – Privacy Fact Sheet

15. Review

The Sight For All Privacy Policy is reviewed on a biennial basis.

Sight For All Privacy Policy November 2021

Approved by the Board of Directors 16 November 2021

Version 8.0

Document Revision History		
Document Name	Version #	Date Approved
Privacy Policy	1	1 April 2014
Privacy Policy	2	3 February 2015
Privacy Policy	3	2 February 2016
Privacy Policy	4	29 March 2016
Privacy Policy	5	31 October 2017
Privacy Policy	6	21 November 2017
Privacy Policy	7	26 November 2019
Privacy Policy	8	16 November 2021