

**MAA INTERNATIONAL**

**PRIVACY POLICY**



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Version 1.0, Effective immediately.

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# 1 INTRODUCTION

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## 1.1 PURPOSE

MAA International Ltd (MAA) is committed to protecting personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy explains how MAA collects, uses, discloses and protects personal information.

## 1.2 ROLES AND RESPONSIBILITIES

The CEO is responsible for the implementation of this Policy and to ensure that all staff are aware of its applications and implements its requirements.

## 1.3 SCOPE

This policy applies to personal information collected through donations, fundraising activities, employment and volunteer applications, program delivery, website interactions and other engagements with MAA.

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## 2 POLICY & PROCEDURES

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### 2.1 TYPES OF PERSONAL INFORMATION COLLECTED

MAA may collect names, contact details, donation records, payment information, employment information, volunteer details, and limited beneficiary information required for humanitarian program delivery.

### 2.2 COLLECTION OF PERSONAL INFORMATION

Personal information is collected directly from individuals through donations, event registrations, website forms, communications with MAA, volunteer applications and employment processes.

### 2.3 USE OF PERSONAL INFORMATION

The personal information we collect and hold generally includes contact details (i.e. name, address, email and phone number), personal details including date of birth, and credit card or bank accounts details.

MAA uses personal information to process donations, communicate with supporters, administer programs, manage volunteers and staff, comply with legal obligations and improve services. MAA will not use the personal information provided other than for the purpose for which it was collected unless the use is otherwise permitted by the Privacy Act.

### 2.4 DISCLOSURE OF PERSONAL INFORMATION

We will only disclose owner's personal information for the purposes for which it was initially collected, or any other directly related purpose to which you consent. MAA do not disclose personal information to any third party without prior consent of the owner.

Other than as stated above, MAA will not share personal information, unless required to do so under Australian Law, the Privacy Act or the Australian Privacy Principles.

### 2.5 SECURITY OF PERSONAL INFORMATION

MAA implements reasonable safeguard including secure IT systems, access control, secure payment systems and staff training to protect personal information.

### 2.6 RETENTION AND DESTRUCTION OF PERSONAL INFORMATION

MAA retains personal information only as long as necessary to fulfil the purpose for which it was collected or to meet legal obligations. When personal information is no longer required, MAA takes reasonable steps to securely destroy or de-identify it. Secure destruction methods may include shredding physical records, securely deleting electronic

records, or anonymising datasets. Periodic reviews are conducted to ensure personal information is not retained longer than necessary, consistent with APP 11.

## **2.7 DIRECT MARKETING**

MAA may communicate with donors about programs and fundraising campaigns. Individuals may opt out of communications at any time.

## **2.8 ACCESS AND CORRECTION**

Individuals may request access to personal information held by MAA and request corrections if the information is inaccurate or outdated.

## **2.9 DATA BREACHES**

If a data breach occurs that may result in serious harm, MAA will follow the Notifiable Data Breaches scheme including notifying affected individuals and the Office of the Australian Information Commissioner (OAIC).

## **2.10 COMPLAINING ABOUT A BREACH OF PRIVACY**

Individuals, or their authorised representative, with any questions or concerns regarding a possible privacy breach, should contact the MAA Compliance Department.

MAA will provide a procedure to receive and resolve complaints fairly and accessibly, in a timely manner that is procedurally fair, without reprisal for the person making the complaint. MAA acknowledges the right of individuals to be represented by an authorised representative or advocate of their choice at all stages of the complaint process and will inform the individual of this at the time they make a complaint.

Where an individual is not represented and requires support to make a complaint, MAA will ensure that appropriate support and assistance is provided to them to do so.

Individuals, or their authorised representative, wishing to make a complaint to MAA regarding the handling of personal information, can do so using the form in the Annex below and email to:

Email: [compliance@maainternational.org.au](mailto:compliance@maainternational.org.au)

or by other modes that are appropriate in the circumstances.

MAA will aim to resolve complaints in a timely, satisfactory, fair and transparent manner in accordance with the Complaint Handling Policy.

However, where individuals are not satisfied with the results of the complaint, depending on the nature of the complaint, they or their nominated person can make a complaint to

the Office of the Australian Information Commissioner via:

Post: GPO Box 5218 Sydney NSW 2001

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## Schedule – APP Compliance Mapping

APP	Principle
APP 1	Open and transparent management of personal information
APP 2	Anonymity and pseudonymity
APP 3	Collection of personal information
APP 4	Unsolicited personal information
APP 5	Notification of collection
APP 6	Use and disclosure
APP 7	Direct marketing
APP 8	Cross-border disclosure
APP 9	Government identifiers
APP 10	Quality of personal information
APP 11	Security of personal information
APP 12	Access to personal information
APP 13	Correction of personal information



<p>What happened (please provide details)</p>
<p>What would you like to happen to resolve your complaint? (Attach any documentation that supports your complaint)</p>
<p><b>Acknowledgement</b></p>
<p>All the information provided above is true and correct to the best of my knowledge.</p> <p>Signature: _____ Date: _____</p>
<p><b>Privacy Notice</b></p>
<p>The personal information provided by you on this form and any associated documents will be used by MAA International (MAA) to assist you with your complaint and not for any other purpose. The information will only be disclosed to persons or agencies outside MAA in accordance with the <i>Privacy and Personal Information Protection Act 1998</i> or as otherwise required or authorized by law. The provision of your information is voluntary. It will be stored securely. You may gain access to and correct your personal information by contacting Compliance Officer, MAA International, GPO Box 395, Bankstown NSW 2200, Tel: 02 8016 9500, Email: <a href="mailto:compliance@maainternational.org.au">compliance@maainternational.org.au</a></p>
<p><b>What Happens Next</b></p>
<p>Once your complaint has been received by MAA, it will be allocated to an investigation officer. The investigation officer will acknowledge receipt of your complaint within 7 working days. Complaints will be investigated as promptly as possible. Once the investigation is completed you will be advised in writing of the outcome.</p>

### 3 DOCUMENT VERSION DETAILS

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Document version details	
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Approved by CEO:	Ahmad Malas
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