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## FIA Privacy

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### INTRODUCTION

1. This Privacy Policy applies to the internal operations of Fundraising Institute Australia (FIA).
2. This Privacy Policy gives important privacy rights to individuals but also recognises the rights of Fundraising Institute Australia to achieve its objectives in an efficient way. All FIA staff is required to uphold this ideal and to work with all persons, in a balanced manner, to ensure that the privacy rights of individuals are protected while enabling business to continue to operate efficiently.
3. FIA strives to uphold these privacy values:
  - Accessibility:** Information made readily available to members by promoting knowledge of the Privacy Policy's existence.
  - Independence:** An independent review of this Privacy Policy every three years, from the date of its commencement.
  - Fairness:** Decisions that are fair and seen to be fair by observing the principle of procedural fairness, by making decisions on the information before it and by specific criteria upon which decisions are based.
  - Accountability:** Accountability for the Privacy Policy's operations by publishing the policy, information about the Privacy Policy and information about complaints handling.
  - Efficiency:** Efficient operations by keeping track of complaints, ensuring complaints are dealt with appropriately and through regular review of its performance.
  - Effectiveness:** Having appropriate and comprehensive guidelines and periodic independent review of its performance.
4. FIA has adopted the National Privacy Principles and some Information Privacy Principles as contained in the *Privacy Act (Cth) 1998* (Privacy Act) as amended from time to time. FIA regards its obligations under the *Privacy Act* as extremely important and its actions are directed by complying with the *Privacy Act*. FIA refers to the NPP where relevant in this policy.
5. This Privacy Policy details the nature of the information collected by FIA, why it is collected and how it is used (NPP 5).
6. FIA's mission is to lead and empower fundraisers to best serve their organisations and communities through integrity and professionalism. For this reason, FIA holds personal information of individuals (NPP 1.1 and IPP 1.1).

### COLLECTION OF INFORMATION

#### Need for Identification (IPP 5.1-2)

7. All FIA members are assigned a personal membership number. This number serves as an identification number when making queries or requests. This number is personal and should not be disclosed to other parties by the person. An individual's name only is not considered an identifier (NPP 7).
8. For the purpose of fulfilling its mission, FIA requires that all persons identify themselves when entering transactions with FIA (NPP 8).

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### What Personal Information is collected:

9. FIA collects personal information only by lawful means. FIA adheres to the principles of Professional Conduct as set out in the FIA Code of Ethics and Code of Professional Conduct which can be obtained from [www.fia.org.au](http://www.fia.org.au) (NPP 1.2 and IPP 1.2)
10. Personal information generally collected by FIA comprises the following information relevant to FIA membership, suppliers, sponsorship agreements and industrial relations and legislative compliance purposes:
  - (a) name of person;
  - (b) name of organisation (if applicable);
  - (c) name of business (if applicable);
  - (d) address for organisation or business;
  - (e) phone number for organisation or business;
  - (f) fax number for organisation or business;
  - (g) home address of person;
  - (h) home phone number of person;
  - (i) business and/or personal email address of person; and/or
  - (j) amount spent on products purchased from FIA and FIA suppliers. FIA products include (without limitation) professional development events, training programs, membership services and information services.
11. If the individual does not provide the information in paragraph 10 to FIA when requesting a product or service from FIA, FIA will not give them access to that service or product by FIA (NPP 1.3.f).
12. The information referred to in paragraph 10 is obtained from:
  - (a) the public domain;
  - (b) such persons who volunteer to receive communications from FIA
13. When it is reasonable and practical to do so, FIA will collect personal information about a person only from that person (NPP 1.4).
14. If it is necessary for FIA to obtain information about a person from another person, FIA will take reasonable steps to ensure that the person about whom information is being obtained is made aware of the information being obtained (NPP 1.5).
15. Cookies are used to provide FIA with information on the number of visitors and traffic patterns on FIA's website. This data is anonymous and does not allow FIA to identify users. Most web browsers are set to accept cookies. If a person does not wish to receive any cookies, the person may set their browser to refuse them. In some instances this may mean that the person will not be able to take full advantage of FIA web services.

### FIA's purpose for collecting the personal information (IPP 2):

16. FIA needs to collect certain personal information to fulfil its mission of servicing FIA members by them offering products and services. FIA will not use an individual's personal information for a purpose which is not:
  - (a) related to its offering of products and services or
  - (b) for a purpose for which the person could reasonably expect FIA to use the information (NPP 1.3.c and IPP 10.1).

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17. FIA will not use personal information that was provided for a particular purpose for other purposes unless:
- (a) the person has consented to the use of the information for that other purpose; or
  - (b) the purpose for which the information is used is directly related to the purpose for which the personal information was obtained (IPP 3 and 9).
18. FIA collects information provided by FIA suppliers for the purposes of auditing and checking that discounts and rebates being granted by FIA suppliers to persons are correct, that spending is on target and for general marketing purposes (NPP 1.3.c).

### Opt-out

19. A person can opt-out of one or all of FIA's services at any time by contacting FIA by email, phone or fax. Each fax, email and mail-out undertaken by FIA gives all persons the option of not receiving further communication of the same nature. If a person wishes to access and/or alter their records with FIA, they may do so under paragraphs 31. A person is subject to paragraphs 32 and 33 for the purpose of accessing and/or altering their record.

### USE AND DISCLOSURE OF PERSONAL INFORMATION

20. FIA uses personal information it collects to enable FIA to make regular contact with persons to inform them of current, new or revised product offerings and pricing (NPP 2.1.a and NPP 2.1.c - e).
21. FIA only allows access to and use of personal information upon obtaining permission from the necessary entity, which can differ from case to case. The personal information is only disclosed for the purpose of FIA fulfilling its mission. With mail houses, disclosure is granted on a once only basis and for specific communications. FIA may disclose information from its database to FIA suppliers for the purpose of checking that all persons are obtaining and can access the correct discounts available to such persons.
22. FIA will not sell or disclose any individual's personal information to an individual or entity outside of FIA for marketing purposes (NPP 1.3.d and 2.1.c).
23. FIA will not release personal information to third parties unless:
- (a) The person has consented to the disclosure of the information (NPP 2.1.b);
  - (b) FIA is required by statute or law to disclose, reproduce, use or disseminate the personal information (NPP 2.1.f -h); or
  - (c) The personal information is or entered the public domain, otherwise than as a result of a breach by FIA of the NPPs or its Privacy Policy or as a result of disclosure by any person receiving the personal information from FIA.
24. If FIA makes a disclosure of personal information under paragraph 23 (b), FIA will make a written note in the person's record (NPP 2.2 and IPP 10.2).
25. FIA members can access contact details for other members on-line, only if that member has given permission for FIA to disclose their details in the online directory of members. These details are accessed through secure member login and members do not have editorial rights to contact details of other members. As stated in paragraph 19 members can opt-out of one or all of FIA's services at any time.
26. If personal information is sent overseas it will be subject to the same systems of access and storage as apply in Australia (NPP 9).

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### Personal Information – Quality

27. This Privacy Policy aims to ensure the information held by FIA is accurate, complete and up-to-date (IPP 3, 7.1-2 and 8). FIA undertakes systematic steps to ensure that data and information held is accurate, complete and up-to-date. However, if any of the information provided has changed or is considered incorrect; the person concerned should contact FIA to have the information corrected (NPP 3 and NPP 6.5).
28. Members have access to their own contact details through a secure members login and may update these details at any time.

### Personal information – Security (IPP 4)

29. FIA holds all personal information in secure databases, soft-copy lists, and in web hosted environments that are fire-walled. FIA creates hard copies from time to time for the purpose of sales and marketing.
30. The purpose of such security is to protect all personal information from misuse, loss, unauthorised access, modification and/or disclosure (NPP 4.1).

### Access to personal information (IPP 5.1-2 and 6)

31. A person may have access to any of the personal information that FIA holds about them (NPP 1.3.b and NPP 6.1- 2). FIA will not charge an individual for obtaining the information in an electronic format. If a hard copy of information held is requested FIA may charge the person a reasonable fee to cover expenses occurred (NPP 6.4).
32. FIA will accept verbal requests for information only from the person who the information concerns. The verbal request must include:
  - (a) the name of the person making the request;
  - (b) the person's membership number; and
  - (c) the organisation of the person making the request;or, all of the following:
  - (d) the name of the person making the request;
  - (e) the organisation of the person making the request;
  - (f) contact address for the person making the request; and
  - (g) contact phone for the person making the request.
33. FIA will deal with written requests for information both from the person who the information concerns or another person, provided that the procedure in this paragraph is applied. A written request to FIA to access information by the individual whose personal information is being accessed will be initiated if the set identification criteria are met. The identification criteria are:
  - (a) the name of the person making the request;
  - (b) the person's membership number; and
  - (c) the organisation of the person making the request.

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or, all of the following:

- (d) the name of the person making the request;
- (e) the organisation of the person making the request;
- (f) contact address for the person making the request; and
- (g) contact phone for the person making the request.

If the person making the request is not the person whose information is to be accessed, the person making the request must also provide all of the following:

- (h) The name of the person whose information is to be accessed;
- (i) The organisation of the person whose information is to be accessed;
- (j) Contact address for the person whose information is to be accessed; and
- (k) Contact phone for the person whose information is to be accessed.
- (l) Valid reason for making the request. FIA is the sole decision maker as to whether the reason is valid.

34. FIA will process verbal and written requests within 7 days of receiving them.

35. If FIA declines a verbal or written request, a reason will be provided. If the person is not satisfied with the reason, FIA will refer the person to FIA's Complaints Process (NPP 6.7).

### DESTROYING PERSONAL INFORMATION

36. FIA will retain personal information for an appropriate period as determined by FIA and/or as required by law and when no longer needed, it will be destroyed by a secure means (NPP 4.2).

### CHANGES TO FIA'S PRIVACY POLICY

37. FIA may make changes to its Privacy Policy at any time. Any such changes will be published through FIA's regular channels of communication (NPP 5.1).

### COMPLAINTS PROCESS

38. Any questions or concerns relating to this Privacy Policy should be directed to FIA. Concerns and/or question regarding FIA's Privacy Policy will be handled according to FIA's Code of Ethics and Code of Professional Conduct which is available on [www.fia.org.au](http://www.fia.org.au).

39. Serious complaints will be referred to the CEO of FIA for an internal investigation in accordance with FIA's Complaints Process, available on [www.fia.org.au](http://www.fia.org.au). If the CEO finds that there has been a breach of this Privacy Policy, FIA will take remedial action including educational and/or disciplinary action.

40. The complainant will be informed of the outcome of FIA's investigation within 28 days of FIA receiving the complaint.

41. If the complainant does not feel that the matter or concern has been addressed appropriately by FIA, a formal complaint may be lodged with the Office of the Privacy Commissioner. More information about the Office of the Privacy Commissioner can be obtained from [www.privacy.gov.au](http://www.privacy.gov.au).

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### CONTACT INFORMATION (NPP 1.3.a)

42. Any questions or concerns relation to FIA's Privacy Policy should be addressed to:

- (a) In writing: FIA's Privacy Policy  
Fundraising Institute Australia Ltd  
PO Box 642  
CHATSWOOD NSW 2057
- (b) In person: Fundraising Institute Australia  
Suite 201/60 Archer Street  
Chatswood NSW 2057
- (c) By fax: Fundraising Institute Australia Ltd  
+61 (0)2 9411 6655
- (d) By phone: +61 (0)2 9411 6644

**NATIONAL PRIVACY PRINCIPLES (NPPs) can be accessed on:**

<http://www.privacy.gov.au/publications/npps01.html>

**INFORMATION PRIVACY PRINCIPLES (IPPs) can be accessed on:**

<http://www.privacy.gov.au/publications/ipps.html>