



Our Privacy Policy

The Royal South Australian Deaf Society Incorporated Deaf CanDo offers an ever increasing and evolving range of services, programs and activities to benefit the State's Deaf/hearing impaired community.,

As a result of the Amendments to the Privacy Act (1988) Deaf CanDo is bound by the National Privacy Principles, which commenced on 21st December 2001.

We collect client names, addresses, telephone numbers, and those of parents, care givers or guardians. We also collect family and health information regarding our clients. This enables Deaf CanDo to assist our clients and their families, in the most appropriate way possible, to reach their full potential as members of our community.

Our Call Centre operates to raise funds to maintain and expand our programs. The information collected includes names, addresses and telephone numbers of our donors. These are kept on a database and are regularly maintained. When a donation is given by credit card, the details of the card are taken and used only for the purpose of the call. This may be for a donation or for the sale of our lottery tickets. Consent is assumed when the information is given freely over the telephone. These details enable us to process the transaction agreed to over the phone. Credit card details are kept confidentially and are not available to any individual or organisation outside Deaf CanDo and our Bankers. As with any organisation, Deaf CanDo is required to keep some information for Audit purposes under Association Law. Deaf CanDo does not keep information outside these statutory requirements.

We collect information when a prospective employee or volunteer registers their application to join the dedicated team at Deaf CanDo. Consent forms are signed to allow Deaf CanDo to keep the information given to us voluntarily in the form of resumes, references, etc. Unsuccessful applicants will have their information securely destroyed after a period of three months.

Employee records are held under separate Employment Legislation.

Consent is assumed if information is given freely over the Internet via our website. Our privacy policy will be available on our website and any changes to the policy will be reflected.

Information held by Deaf CanDo may be accessed by clients, or their parents/guardians donors, volunteers and prospective employees, by way of an application in writing to the Chief Executive Officer at the address shown, except in the case where we are, by law, not required to give access. A small fee may

be charged. Call Centre Clients who choose not to be telephoned need only let us know by whatever means suits them.

The information that Deaf CanDo holds in its databases is kept on secure servers. We hold our Internet capability within separate servers to prevent unauthorised access to personal or sensitive information.

Client files are also kept within a secure environment. Occasionally, there is a need during excursions, activities or home visits for staff to take client information with them. This information may be used to enable the file to be updated or to enable staff to take appropriate action in an emergency. Every precaution is taken to keep this information secure.

Deaf CanDo does not disclose personal or sensitive information to any individual or organisation without the consent of the relevant party except when the information is required to be disclosed by law, or when the lack of disclosure may cause death or injury.

Occasionally, Deaf CanDo may join with another organisation to raise funds, which is usually in the form of a lottery. We do not disclose information other than what is required to mail documentation, allow payment of prize money and to fulfil audit requirements. Credit card information is not disclosed to the other organisation.

Deaf CanDo does not transfer or send information outside of Australia.