

Luminesce Alliance Privacy Policy

1. Privacy Statement

Luminesce Alliance cares about protecting your privacy and handling your personal and sensitive information with care. We respect your rights to privacy under the [Privacy and Personal Information Protection Act 1998](#). (Cth) (Privacy Act) and we comply with all of the Privacy Act's requirements in respect of the management of your personal information.

2. Privacy Policy

This statement outlines Luminesce Alliance Innovation for Children's Health (ABN 6 33604563680, Legal Name Paediatrico Ltd) (*Luminesce Alliance, we, us, our*) policy on how Luminesce Alliance uses and manages personal information provided to or collected by it.

Luminesce Alliance is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Luminesce Alliance may, from time to time, review and update this Privacy Statement to take account of new laws and technology, changes to Luminesce Alliance operations and practices and to make sure it remains appropriate to the changing legal environment.

This privacy policy assumes that you are resident in Australia.

3. What is your personal and sensitive information?

Personal Information

When used in this privacy policy, the term "personal information" has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to personally identify you such as your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

Sensitive Information

Sensitive information is a sub-category of personal information, When used in this privacy policy, the term "sensitive information" has the meaning given to it in the Privacy Act. In general terms, it includes information or opinions concerning the health or disability of an individual, an individual's expressed wishes about the future provision of health services, or a health service that is provided or to be provided to an individual.

We can only collect sensitive information with your consent except as otherwise permitted under the Privacy Act.

In some instances, we may ask for sensitive information but make it optional. This means that you do not need to provide it if you don't want to. In other circumstances, you may voluntarily provide us with sensitive information.

4. What kind of personal information does Luminesce Alliance collect and how does Luminesce Alliance collect it?

The type of information Luminesce Alliance collects and holds includes (but is not limited to) personal information, about:

- your name and contact details;
- copies of identification documentation;
- personal Information contained in forms or applications;
- personal Information contained in queries, or feedback about our services;

- usage data (which may include your IP address, the pages you have clicked through on our websites, websites that referred you to our sites, information about the device you are using, and your wider geographic location).

Personal Information you provide

Luminesce Alliance will generally collect personal information held about an individual by telephone, by letter, by email, on the world wide web in publicly listed directories, or through forms on our websites www.luminesce.org.au and www.luminesceallianceconference.org.au

When visiting our sites, a record of your visit is logged. We **do not collect personal information** purely from your visit to our website.

Cookies

Our websites use cookies to better serve you when you return to the website. A cookie is a piece of data that a site can send to your browser, which may then be stored on your computer as an anonymous tag that identifies your computer but not you.

You can set your browser to notify you before you receive a cookie, giving you the chance to decide whether to accept it. You can also set your browser to turn off cookies. If you do so, some pages in the site may not work properly.

Our websites use [Google Analytics](#) for website analytics. We use website analytics data to help us make the website better by understanding how our website is used.

Google Analytics do not identify individual users or associate your IP address with any other data held by Google. Google Analytics transmits website traffic data to servers offshore.

You can [opt out of Google Analytics cookies](#) by installing an add-on for your web browser.

Personal Information provided by other people

In some circumstances Luminesce Alliance may be provided with personal information about an individual from a third party, for example, Personal Information may be provided by third party websites.

In relation to employee records

Under the Privacy Act, the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to Luminesce Alliance's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between Luminesce Alliance and the employee.

5. How will Luminesce Alliance use the personal information you provide?

Luminesce Alliance will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

Direct Marketing

Luminesce Alliance will use your personal information for direct marketing, for example, newsletters. All direct marketing emails include the option to opt-out.

Marketing and fundraising

Personal information held by Luminesce Alliance may be disclosed to an organisation that assists in Luminesce Alliance fundraising.

Job applicants, staff members and contractors

Concerning personal information of job applicants, staff members, and contractors, Luminesce Alliance's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member, or contractor, as the case may be.

Where Luminesce Alliance receives unsolicited job applications these will usually be dealt with by the unsolicited personal information requirements of the Privacy Act.

Volunteers

Luminesce Alliance also obtains personal information about volunteers who assist Luminesce Alliance in its functions or conduct associated activities, such as to enable Luminesce Alliance and the volunteers to work together.

6. Who might Luminesce Alliance disclose personal information to?

Luminesce Alliance may disclose personal information, including sensitive information, held about an individual to, for purposes that you consent to, or for other related purposes that you would reasonably anticipate.

Sending information overseas

Luminesce Alliance will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

7. How does Luminesce Alliance manage the security of your personal information?

Luminesce Alliance has in place steps to protect the personal information Luminesce Alliance holds from misuse, loss, unauthorised access, modification, interference, or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

In the unlikely event of a privacy or data breach, we follow the processes outlined in the [Data Breach Guidance for NSW Agencies](#).

Updating personal information

Luminesce Alliance endeavours to ensure that the personal information it holds is accurate, complete, and up-to-date. A person may seek to update their personal information held by Luminesce Alliance by contacting the Privacy Officer of Luminesce Alliance at any time at <https://www.luminesce.org.au/contact/>

What if I want my personal information removed later?

If you provide your personal information to us, and later request us to remove your personal information from our systems, we may be limited in our ability to do so due to our legal obligations to maintain State and Commonwealth records.

You have the right to check what personal information Luminesce Alliance holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information that Luminesce Alliance holds about them and to advise Luminesce Alliance of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To request to access any information Luminesce Alliance holds about you, please contact the Privacy Officer **in writing at** <https://www.luminesce.org.au/contact/>

Luminesce Alliance may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, Luminesce Alliance may charge a fee to retrieve and copy any material. If the information sought is extensive, Luminesce Alliance will advise the likely cost in advance.

8. Where do I find out more, including enquiring about a concern or making a complaint?

If you would like further information about the way Luminesce Alliance manages the personal information it holds, please contact the Privacy Officer via our website at <https://www.luminesce.org.au/contact/>

If you have any concerns, or complaints or you think there has been a breach of privacy, then also please contact the Privacy Officer who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns, we will meet with you to discuss further.

If you are not satisfied with our response to your complaint within 30 days from this meeting, then you can refer your complaint to the Office of the Australian Information Commissioner via: email: enquiries@oaic.gov.au or tel: 1300 363 992.