

Protecting Your Privacy – Our Privacy Policy

Who are we?

The AMA (WA) Foundation is a charitable entity of the Australian Medical Association (WA) (AMA (WA)) group. The AMA (WA) Foundation has serviced Western Australia (WA) since its inception in 1996, delivering initiatives that support the health of the community.

The AMA (WA) Foundation's vision is better health for all West Australians. We support this by developing and growing the skills of WA Doctors for greater impact within our community.

Our privacy commitment to you

AMA (WA) Foundation is committed to protecting the privacy and confidentiality of the information we collect in accordance with Commonwealth, State and Territory privacy law. Under these privacy laws, we are required to comply with a set of privacy principles. The core principles are in the Privacy Act 1988. More information about these principles and Australian privacy law can be found on the Australian Information Commissioner's website www.oaic.gov.au.

What personal information do we collect, store and use and how do we collect this?

AMA (WA) Foundation collects personal information from donors. We do not store credit card or payment information.

Why do we collect this information and what do we use it for?

AMA (WA) Foundation collects, stores and uses this data to provide information and services to the government and community.

- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties; and

- to operate, protect, improve and optimise our website, events, services, business and our users' experience, such as to perform analytics, conduct research and for advertising and marketing;
- to send you marketing and promotional information about our services, events and products.

What about use of personal information for direct marketing?

Australian privacy law limits the use of personal information for direct marketing of goods and services. We use your personal information to keep you informed about services, products, events, and publications.

Where we send you direct marketing material, we provide you with a means to advise us that you no longer wish to receive some or all material.

If at any time you have a concern about direct marketing material you have received from us or through use by others of our databases, or you wish to change your preferences in relation to receipt of future material, please contact us by emailing Foundation@amawa.com.au.

How do we store and protect the information we hold about you?

We store your information at our premises, in electronic systems under our control and with contracted data storage providers. We take appropriate steps to protect the security of the information we hold about you, including protections against unauthorised access, virus or other electronic intrusions, fire, theft, or loss. We require our contracted providers to do the same. Our staff are bound by strict requirements regarding the protection of the privacy of the information we collect and hold about you.

We or our contracted data storage providers may use servers, systems, and cloud computing providers outside of Australia. Our contracts with them require them to protect the privacy of your information when held on these servers and/or using cloud computing. Our contractors are required to comply with the Australian Privacy laws.

You have a right to see what information we hold about you

Under Australian Privacy Law, you have rights of access to personal information we hold about you. These rights also include correction of any errors in this information. Should you wish to access this information, please contact the AMA (WA) Foundation team at Foundation@amawa.com.au. Unless the access you request will require special steps or significant resources, there will be no charge for providing you with this access.

Do you send my information overseas?

In addition to the use from time to time of data storage and cloud providers, we may provide data to overseas bodies.

We may also license use of information on our databases to overseas based companies and organisations for direct marketing. All entities to whom we license use of this information are required to comply with Australia Privacy laws and can only use the information for the purpose specified in the licence.

For how long do you keep my personal information?

We keep your personal information active for as long as is required to enable us to meet your needs.

Where can I find out more?

If you would like further information regarding how we collect, store, use or disclose your personal information, or have any issues or concerns, please contact AMA (WA) Foundation by emailing Foundation@amawa.com.au or phoning (08) 9273 3000.

DIRECT DEBIT SERVICE AGREEMENT

What is a Direct Debit Service Agreement?

If you have recently completed a sponsorship pledge to provide regular deductions from your credit card or bank account, we are required to provide you with a Direct Debit Service Agreement. You do not need to take any action unless you wish to vary the terms of our Agreement. This Agreement sets out our commitment to you, your rights, and responsibilities to us, together with where you should go if you require assistance.

Our commitment to you

This Direct Debit Service Agreement outlines our service commitment to you under the Direct Debit Request (DDR) arrangements made between AMA (WA) Foundation and you.

Initial terms of the arrangement

In the terms of the DDR arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount to go towards AMA (WA) Foundation's community service programs - as shown on the Authorisation and DDR form which you have sent to us.

The DDR details the terms of your debit arrangements including, among other things, the amount, the frequency, the expiry (if any) and the program you are giving to. You should carefully read the DDR to familiarise yourself with the details of your debit arrangements.

Your responsibilities

- checking with your financial institution prior to completing the DDR that direct debiting is available on that account;
- ensuring that the account you nominated has sufficient cleared funds available to pay each debit when it becomes due. This is because you will be responsible for any fees incurred if you have insufficient funds in your account;
- ensuring that the authorisation on the DDR is identical to the account signing instruction held by the financial institution of the nominated account;
- telling us if you close or change the account you nominated; and
- arrange a suitable alternate payment method, if the direct debit arrangements are stopped, either by you or your financial institution.

Debit arrangements

If we receive your first DDR debit under this Direct Debit arrangement between the first and tenth business day of the month, then the first payment will be taken at this time. If it is received after the tenth business day, then the payment will be taken on the first business day of the following month. From then on, AMA (WA) Foundation will debit all future donations from nominated accounts on the first business day of each month that instalments are due, until such time as you advise us otherwise.

Alteration or cancellation

You may cancel your DDR, stop or defer an individual debit, request a change to the debit amount, or make other changes, by firstly writing to us at AMA (WA) 10 Stirling Highway, Nedlands WA 6009, or contacting us on 08 (9273 3000) or by emailing your request to Foundation@amawa.com.au (please include your Supporter ID). Please provide us with at least 10 business days notification to process your request in time.

These changes may include:

- stopping a debit
- altering the schedule
- deferring a debit
- suspending the DDR

If we vary any of the debit arrangements either set out in this agreement or in the DDR or otherwise we will provide you with at least 14 days notice in writing.

Refunds

We do not provide refunds where an authorised payment has taken place.

Your privacy

We will keep your personal information confidential. We will only share these details when we need to:

- provide information to our bank to initiate the debit from your nominated account,
- provide information to your Financial Institution in relation to a claim regarding alleged incorrect or wrongful debit; or any information we are required by the law to disclose.

We will take reasonable steps to protect personal information held by us against loss and against access, use, modification, or disclosure that is unauthorised.

Enquiries

Enquiries should first be made to us rather than to your financial institution.

If you believe that a debit has been initiated incorrectly, please contact us. The AMA (WA) Foundation will investigate any disputed debit item and contact you within 24 hours of the initial enquiry. If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- within 7 business days (for claims lodged within 12 months of the disputed debit), or;
- within 30 business days (for claims lodged more than 12 months after the disputed debit)

You will receive a refund of the debit amount if we cannot substantiate the reason for the debit.

If you have any queries or concerns, please don't hesitate to contact us:

Mail: AMA (WA) 10 Stirling Highway, Nedlands, WA 6009,

Phone: (08) 9273 3000

Email: Foundation@amawa.com.au