Privacy Policy

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Contents

1. WHO IS ARTHRITIS AUSTRALIA? 2
2. OUR COMMITMENT TO YOUR PRIVACY 2
3. PERSONAL INFORMATION 2
4. WHY WE COLLECT YOUR PERSONAL INFORMATION 2
5. COLLECTION OF INFORMATION 3
6. TO WHOM DO WE DISCLOSE YOUR PERSONAL INFORMATION? 4
7. OUR WEBSITE 5
8. INFORMATION SECURITY 5
9. ACCESS AND CORRECTION 5
10. ARTIFICIAL INTELLIGENCE 6
11. FURTHER INFORMATION AND COMPLAINTS 6
12. CHANGE IN OUR PRIVACY POLICY 6
13. MANDATORY NOTIFIABLE DATA BREACHES 7

1. Who is Arthritis Australia?

Arthritis Australia is a charitable not-for-profit organisation, and is the peak arthritis body in Australia. It collaborates with affiliate organisations in ACT, New South Wales, Northern Territory, Queensland, South Australia, Tasmania and Western Australia.

2. Our commitment to your privacy

Arthritis Australia (also referred to in this Policy as "us," "we" and "our") seeks to provide the best possible service to our clients suppliers, people applying for roles at Arthritis Australia, contractors and other third parties such as affiliated arthritis organisations, and members of the public.

We understand how important it is to protect your personal information. This document sets out our Privacy Policy commitment in respect of personal information that you may provide to us.

Any personal information we collect about you will only be used for the purposes for which we collect that information (many of which are set out in our policy), where we have your consent to do so, or as otherwise required or authorised by law. It is important to us that you are confident that any personal information we collect from you or that is received by us will be treated with appropriate respect ensuring protection of your personal information.

Arthritis Australia is committed to protecting your privacy. Arthritis Australia supports and is bound by the Privacy Act 1988, (A copy of the Privacy Act can be found at https://www.oaic.gov.au/privacy-law/) and any other relevant law.

3. Personal information

Personal information is information about you, or from which your identity can reasonably be ascertained. Information about you that can identify you is your personal information. It includes your name, address and date of birth. In some cases, your personal information includes 'sensitive information' such as health information, information about your illnesses, symptoms and disabilities and other information collected about you.

4. Why we collect your personal information

Arthritis Australia recognises and supports the rights of all persons to privacy and confidentiality of their private and personal records.
Arthritis Australia collects and receives personal information about our clients suppliers, contractors and (from time to time) members of the public in order to conduct our

business and provide you with information about our services and seek donations from our supporters.

Sometimes Arthritis Australia also records the type of arthritis of individuals. This information is considered sensitive information under the Act and stringent provisions are provided for its privacy. We retain this information so that we are able to provide our members and contacts with a more personalised service.

5. Collection of information

It is Arthritis Australia's policy to allow users to provide as much, or little, personal information to us as they feel comfortable.

Personal information may be collected by us in a number of circumstances, including when an individual:

- makes an enquiry with us via email or telephone;
- visits our website (see below);
- asks us to provide a service to them;
- makes a donation to us;
- attends an event hosted by us; or
- applies to work with us.

Where reasonable and practical we will collect your personal information only directly from you. However, we may also collect personal information about you from third parties such as from our contractors who supply services to us, from a publicly maintained record or from other individuals or companies as authorised by you.

Some of the third party tools we use work by collecting personal information from social media and search engines to provide support our fundraising campaigns. These tools only access publicly available information and only collect information that is relevant to our fundraising activities.

If you provide personal information to us about someone else, you must ensure that you are entitled to disclose that information to us and that, without us taking any further steps required by privacy laws, we may collect, use and disclose such information for the purposes described in this Privacy Policy. For example, you should take reasonable steps to ensure the individual concerned is aware of the various matters detailed in this Privacy Policy. The individual must also provide the consents set out in this Privacy Policy in respect of how we will deal with their personal information.

The personal information that is provided to us is never sold, rented, lent or given to any third parties (unless required by law), or published in our publications or on our web site, without explicit permission (unless required by law).

You may choose to deal with us on an anonymous basis or using a pseudonym when it comes to the provision of personal information about you unless we believe it is impracticable to do so in the circumstances or we are required or authorised by law or a court or tribunal order to deal with identified individuals. For example, should you decide not to supply your full name and address or email details when making a gift, we are unable to supply you with a taxation receipt.

The information we collect is used to:

- process donations, memberships and sponsorship
- issue receipts
- respond to comments and questions
- assist us in providing advice and other services
- assist us in our fundraising activities in our work to fight arthritis and to obtain more support for our programs and the achievement of our objectives
- provide follow up information about Arthritis Australia events, advocacy issues and developments in arthritis research
- seek your ongoing support for research and the services and programs provided by, or on behalf of, Arthritis Australia
- research member attitudes
- assess applications for research grants
- generate internal reports.

We use your personal information to manage our relationship with you as a supporter, including processing donations, thanking you for your support, and sending you information about our work and ways you can get involved, including fundraising campaigns.

To help us use our resources more effectively and communicate with you in a more relevant way, we may also use your personal information to build a profile of your interests and engagement with our organisation.

You may at any time choose not to receive some or all of our support communications, or not to be contacted at all by updating your preferences online, calling 02 9518 4441 or by email info@arthritisaustralia.com.au

6. To whom do we disclose your personal information?

We may disclose your personal information to:

- outside agencies who we engage to assist with research, and analysis.
- companies and contractors who we retain to provide services for us, such as IT contractors, call centres, stationery printing houses, mail houses, storage facilities, lawyers, accountants and auditors, who will need to have access to your personal information to provide those services;

- other individuals or companies authorised by you.

Sometimes we are permitted or required by law (including by a Court, Tribunal or law enforcement agency) to disclose your personal information.
We may from time to time transfer personal information outside Australia in accordance with the Privacy Act to countries whose privacy laws do not provide the same level of protection as Australia's privacy laws. For example, our developers and data base providers to whom we disclose your personal information may be located in the Asia-Pacific, European Union, Canada or the United States of America. We may also use cloud storage and IT servers that are located offshore.

7. Our website

Our webmaster collects the IP addresses (not the email addresses) of visitors to our website. This information is aggregated to measure basic usage data such as the number of visits, average time spent on the site, pages reviewed, etc., which is used by Arthritis Australia to improve the content of our website and service delivery.

Arthritis Australia attempts to only link to sites that have similarly high respect for privacy. However, we are not responsible for the content or the privacy practices employed by other sites. Should you have a problem with privacy on any link site, please let us know by contacting our CEO – (02) 9518 4441 or info@arthritisaustralia.org.au
Arthritis Australia takes reasonable measures to keep all information about our online visitors secure against unauthorised access and periodically reviews the security measures of our internet site.

8. Information security

We take all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure and information is stored securely whether in an electronic or physical form.

All details on our members, donors and contacts are held on a restricted access database in the Arthritis Australia office, or a secure CRM licensed by Arthritis Australia, which adheres to strict privacy and security standards. This information is held to provide a full financial history of Arthritis Australia and to assist with planning fundraising activities.

9. Access and correction

We have always been happy for individuals to request to see the information we hold about them. If you would like to see your details simply contact the CEO at Arthritis Australia giving your name and address – (02) 9518 4441 or info@arthritisaustralia.com.au

Arthritis Australia will not charge you for lodging a request for a copy of your personal information but you will be asked to pay a reasonable fee for the work involved in providing you with this information and for associated costs such as photocopying. You will be notified of any likely costs before your request is processed.
There may be situations where we are not required to provide you with access to your personal information. For example, such a situation would be information relating to an existing or anticipated legal proceeding with you, or if your request is vexatious. An explanation will be provided to you if we deny you access to your personal information we hold.

It is important to our relationship that the personal information we hold about you is accurate and up to date. During the course of our relationship with you we will ask you to inform us if any of your personal information has changed.

You may ask us at any time to correct personal information held by us about you, which you believe is incorrect or out of date. We will not charge you to correct information that you consider is out of date.

10. Artificial Intelligence

Arthritis Australia's use of Artificial Intelligence (AI) is covered by our AI policy. Staff are prohibited from inputting personal information into public AI applications, and may only utilise closed systems approved by Arthritis Australia with enterprise-grade security with encryption.

11. Further information and complaints

You may request further information about the way we manage your personal information or lodge a complaint by contacting our CEO – (02) 9518 4441 or info@arthritisaustralia.com.au.

We will deal with any complaint by investigating the complaint, and providing a response to the complainant within 15 business days, provided that we have all necessary information and have completed any investigation required. In cases where further information, assessment or investigation is required, we will seek to agree alternative time frames with you.

12. Change In Our Privacy Policy

We regularly review our policies and attempt to keep up to date with market expectations. Technology is constantly changing, as is the law and market practices.
As a consequence we may change this Privacy Policy from time to time or as the need arises.

If we decide to change our privacy policy, we will post those changes on the internet privacy statement page so that the public is always aware of our gathering information and dissemination practices.

13. Mandatory notifiable data breaches

We will comply with the notification requirements and other requirements of the Privacy legislation in the event your personal information is involved in a data breach that is likely to result in serious harm to an affected individual or individuals.

This Privacy Policy was last updated in February 2026