

PRIVACY STATEMENT

Web Version

Introduction

We are committed to protecting your privacy and the confidentiality of any personal information you provide to us. We comply with the Commonwealth Privacy Act and other relevant state laws in relation to the management of personal information.

This Privacy Statement describes our policies and procedures on the collection, holding, use and disclosure of your personal information.

By providing any personal information to NADO, you indicate your acceptance of this Privacy Statement.

Collection of personal information

We may collect personal information from you when we deal with you over the phone, when you have contact with us in person or when you interact with us online (including via our websites, Facebook pages and other social media channels).

This collection may be required to allow you to make a donation, a payment, register for an event or to receive information from us.

The personal information we collect may include your name, address, phone number, email address or the amount you have paid or donated.

If you order products or services, or make a donation to us, you may also provide credit card details and other information which will allow us to process your transaction. We may also request your preferences for receiving further information about our programs or activities.

The choice of how much information you provide to us is yours, but if you want to register as a member, make a donation, purchase a product or otherwise participate in our programs and events, we require certain information from you in order to provide those services. Wherever possible, we will collect your personal information directly from you, rather than from another person.

If you choose to provide your personal details to us, you agree that your personal details may accordingly be identified, recovered and displayed by internet search engines. In certain circumstances we may give you the option to keep your information private.

NADO Statement – Privacy (Web version)	
Version 2	Last updated – August 2023
Authorisation: Board/CEO	First implemented – December 2008
Uncontrolled when printed	National Disability Insurance Scheme Act 2013 (Cth)

Some of the functions and services relating to the purpose for which you have provided information may be outsourced to third party external service providers. When we contract external service providers, we may provide them with your personal information, but only to the extent required for them to fulfil that contract.

Where you have agreed to receive NADO Newsletters, NADO may use your personal information to send you emails about our programs or activities. You will be provided with an opportunity in each email communication to decline to receive any further communications from NADO by unsubscribing. Data is subject to laws of the jurisdiction it is held in and it may be accessed by the courts, law enforcement and national security authorities according to the laws in that jurisdiction. Other than for the purposes described above, NADO will not use your personal information without your prior consent.

Security of your information

We take reasonable steps to ensure the security of all information we collect, including that the information is protected from misuse and loss and from unauthorised access, modification or disclosure. For example, your personal information is maintained in a secure environment, which can be accessed only by authorised personnel. However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure.

Disclosure and use of personal information

Personal information will only be disclosed to third parties in accordance with this Privacy Statement. Information may be provided to third parties where any functions or services relating to the purpose for which the personal information is collected are being outsourced or you would reasonably expect us to disclose it to a third party for a particular purpose.

We will not use or disclose your personal information except in accordance with this Privacy Statement unless you have consented to the use or disclosure, or where disclosure is necessary to prevent injury to life or health, to investigate any suspected unlawful activity or where the use or disclosure is required or authorised by law.

Statistical information regarding sales or page visits obtained through customer sessions may be used internally for marketing purposes, or at our discretion forwarded to reputable third parties. This information contains no personal information relating to our customers.

We use the information that we collect generally to fulfil any orders placed through the site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this information to:

- Communicate with you;
- Screen our orders for potential risk or fraud; and
- When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

Use of cookies

We use cookies to collect and analyse information on site performance and usage. By clicking on any content on this site, you agree to allow cookies to be placed.

Access to personal information

You may request access to your personal information collected through our services at any time. Please contact us and we will endeavour to respond as soon as possible. There may be some legal or regulatory reason why access is denied or amendment refused. If this is the case, we will tell you why.

Correction of personal information

If you believe any of the personal information we hold about you is not accurate, complete or current, we will take reasonable steps to correct the information. To request that your personal information be corrected or updated, please contact us on 9623 9855.