

Privacy and Data Collection Policy

Toowoomba Hospital Foundation ABN 29 572 118 270 trading as the Museum of Health (**we** or **us**) is committed to protecting and respecting your privacy by handling all personal information securely and with care, in accordance with the Australian Privacy Principles (the **APPs**) as set out in the *Privacy Act 1988* (Cth) (the **Act**). The APPs regulate the manner in which personal information is collected, used, disclosed, stored, accessed, corrected and disposed of.

This Privacy and Data Collection Policy outlines how we collect, use, disclose, and safeguard your personal information which you disclose to us or which we obtain from third parties through your interactions with us, whether through our website, events, fundraising campaigns, or other activities.

We have adopted this Privacy Policy to ensure that we comply with the APPs. The Policy provides an overview of:

- the types of personal information collected and held by us;
- how personal information is collected and held;
- the purposes for which personal information is collected, held, used and disclosed;
- whether the entity is likely to disclose personal information to overseas recipients;
- how an individual may access their personal information and seek its correction; and
- how any individual may complain if we breach the APPs or any registered APP code, and how the complaint will be handled.

Please read the Policy carefully to ensure that you understand our practices regarding the management of any information you disclose to us. By accessing our services, you agree to the terms outlined in this policy. We reserve the right to change the Privacy Policy at any time, so please check back regularly to keep informed of updates to this Policy.

1. Information We Collect

We may collect, hold, use and disclose personal information about you when it's reasonably necessary for, or directly related to, our functions or activities. This may occur when you make a donation, register for an event, subscribe to our newsletter, use our website, or access one of our programs, services, or social enterprises.

The kinds of personal information we collect and hold depends on the specific products and services provided to you, but will generally include basic personal contact information, as well as other information that is deemed relevant. This includes, but is not limited to:

- your identity and contact details (name, postal and/or residential address, email address, telephone number(s), age and gender, government id (e.g. drivers licence etc.);
- your personal details (date of birth, gender, cultural identity, socio-economic status, etc.);
- financial and transaction information;
- user data;
- contact history with us; and
- marketing and communications data.

If you do not provide us with the required information, we may not be able to perform the services which you require us to provide.

2. How we collect information

We collect your personal information through a variety of channels by asking you verbally for that information, or requiring you to complete forms or documents necessary to enable us to provide you with our products and services. This includes paper forms, online forms and portals, mobile applications, correspondence, face to face or over the telephone.

We may also collect your personal information from third parties.

3. Collecting information from Third Parties

On occasions, Toowoomba Hospital Foundation may also collect information about you from a third party. For example, Toowoomba Hospital Foundation may collect personal information from:

- public sources (for example, in public registers or social media);
- information service providers;
- organisations that THF partners with to jointly fundraise;
- agencies that THF use to provide you with products or services and/or to promote a product/service;

- list brokers if we acquire contact information to tell people about THF products and services; and
- anyone authorised to act on your behalf.

We may also generate new personal information from time to time – e.g. reports or analysis based on other information we hold about you.

4. How We Use Your Information

We use the information we collect to provide you with the best possible experience and to further our mission of supporting Darling Downs Health. This includes:

- Processing donations and providing receipts.
- Sending you information about our events, campaigns, and updates.
- Responding to your enquiries and requests.
- Analysing data to improve our services and communications.

5. Data Security

We take your data security seriously. We implement technical and organisational measures to protect your information from unauthorised access, loss, misuse, or alteration. However, please note that no data transmission over the internet or storage method is 100% secure.

We will take reasonable steps to store information in a secure manner, to protect the security of your personal information. We implement a range of measures, including people, process and technology controls to protect the security of your personal information. Examples of these measures include:

- a combination of physical and technical measures. Information that we store in hard copy, is stored securely within a locked filing cabinet. Information that we store electronically, is stored in a local server/secure cloud-based facility and/or on our computers, which are password protected with multi-factor authentication and are kept in secure locations at all times;
- appropriate technology to protect your personal information stored electronically, such as passwords, as well as limiting the number of personnel who have access to your personal information, whether stored electronically or in hard copy;
- staff are bound by internal confidentiality and information security policies that require them to keep personal information secure at all times;

- protecting personal information in accordance with the Office of the Information Commissioner's Guide to Securing personal information;
- maintaining an ongoing security program where we invest continually in cyber security; and
- regular training to our staff regarding the collection, storage and handling of your personal information.

Our security controls are continually reviewed to protect your personal information appropriately.

When we no longer require your personal information, it will be destroyed or permanently de-identified. However, we will retain information for as long as the law requires.

6. Third Party Personal Information

We may ask you for personal information about other individuals, for example, your family members. If you provide us with this information, we rely on you to tell those individuals that you are giving their personal information to us, and to make them aware of this Policy.

7. How we use Your Personal Information

We do not sell, trade, or rent your personal information to third parties. We may share your information with trusted service providers who assist us in providing you with the services, such as payment processors and email communication platforms.

We may use your personal information for the following purposes:

- to confirm your identity;
- to provide you with products and services;
- to contact you directly about your products and services;
- to share it with our related entities, subsidiaries or other specialist providers as required to perform functions on our behalf;
- with organisations with whom we jointly fundraise;
- to share with suppliers and third parties that carry out specific functions on our behalf, so that we can provide you with the products and services;
- for other purposes communicated to you when your information is collected;
- for disclosures required by law, regulation or court order; and

- to share with parties involved in business transfer transactions (and prospective transactions); and
- to conduct internal client research and assessment.

This includes us using this information to communicate with you about our products and services, for internal administration, direct marketing and planning purposes. We will also use your personal information for purposes related to those described above which would be reasonably expected by you. You may request not to receive direct marketing communication from us by contacting the Privacy Officer (details below).

We will not use your personal information for purposes other than those described above, unless we have your consent, or there are specified law enforcement or public health and safety reasons (as permitted under the Act).

8. Transfer of Personal Information

We may outsource business functions to other organisations and as such, it is possible that your personal information will, as required from time to time, be disclosed or transferred to other organisations to allow them to assist us to provide you with products and services.

It is very unlikely that we will disclose your personal information to overseas recipients. If we transfer your Personal Information outside Australia, we will endeavour to comply with the requirements of the Act that relate to transborder data flows, but we cannot guarantee compliance and you specifically agree that you understand this. Therefore, to the fullest extent permitted by law, we disclaim all liability and responsibility for any damage you may suffer due to our non-compliance with APP 8.1, except to the extent that our liability cannot be excluded by applicable laws and regulations which we are subject to.

You should also be aware that:

- any overseas recipient may not be subject to any privacy obligations or to any principles similar to the APPs;
- you may not be able to seek redress in the overseas jurisdiction; and
- any overseas recipient may be subject to a foreign law that could compel the disclosure of personal information to a third party, such as an overseas authority.

While we will not directly disclose your personal information to overseas recipients without your consent, the entities to which we may disclose your personal information may do so. We are unable to say what countries, if any, those recipients are likely to be located in.

9. Use of your image

You acknowledge and agree that Toowoomba Hospital Foundation, its agents or other event participants may take photos or recordings of you throughout your participation in the Event, and that Toowoomba Hospital Foundation, its partners and affiliates may use the photos or recordings for future promotional and marketing purposes without further reference or compensation to you. Your image will also be archived with Toowoomba Hospital Foundation and may be used by Toowoomba Hospital Foundation and sponsors for the promotion of future events.

10. Your Choices

You have the right to access, update, or delete your personal information held by us. You can also choose to unsubscribe from our communications at any time by using the provided opt-out instructions.

Please contact our Privacy Officer (details below) to access or request updates to any Personal Information and/or Sensitive Information which we hold.

11. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your website experience, analyse usage patterns, and improve our website's functionality. You can modify your browser settings to control cookies, but this might impact certain features of our website.

12. Social media and networking services

Toowoomba Hospital Foundation uses social media and networking services such as Facebook, Instagram, LinkedIn, and YouTube to promote our mission, programs, and social enterprises and to talk with the public. When you contact us using these platforms we may collect your personal information (with your permission), to continue our communications with you.

These social networking services have their own privacy policies for the collection of your personal information for their purposes and we recommend reviewing their privacy policies.

13. External Links

Our website may contain links to external sites. We are not responsible for the privacy practices or content of these sites. We recommend reviewing their respective privacy policies before providing any personal information.

14. Policy Updates

We may update this policy from time to time to reflect changes in our practices or legal requirements. We encourage you to review this policy periodically.

15. Complaints

If you have a complaint about the way we have dealt with your personal information, or about this Policy itself, we invite you to provide written details of your complaint to our Privacy Officer (contact details below).

Our Privacy Officer will contact you within 14 days of the date we receive the written details of your complaint to acknowledge that we have received it. Our Privacy Officer will then:

- review the way we dealt with your personal information;
- conduct an internal investigation (if necessary) into how your personal information came to be handled in the way that it was; and
- provide a report to you within one month of the date we acknowledged receipt of your complaint.

If you believe we have breached the APPs, you may also lodge a complaint with the Office of the Australian Information Commissioner

16. Contact Us

Should you have any queries, complaints or comments about this Privacy Policy, please contact our Privacy Officer in writing by post or email at:

POST: Attention: The Privacy Officer
Toowoomba Hospital Foundation ABN 29 572 118 270
PO Box 7646, South Toowoomba QLD 4350

EMAIL: admin@toowoombahospitalfoundation.org.au

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