

Your Privacy

The Australian Suicide Prevention Foundation (ASPF) is committed to adopting the highest standards to safeguard our customers' personal information.

ASPF, like other companies operating in Australia, is bound by the National Privacy Principles as set out in the Privacy Act 1988 (Cth) and the Privacy Amendment (Private Sector) Act 2000.

ASPF's collection, use and disclosure of personal information is set out below:

What Personal Information does ASPF collect and why?

ASPF collects personal information about you in order to provide personalised wireless telecommunications and information services.

The type of personal information we collect may include your name, address, telephone numbers, information on payment methods and personal preferences. This information permits us to issue accurate receipts and also helps us develop programmes and plans to suit your needs.

How ASPF may use your Personal Information

The personal information you provide ASPF may be used for a number of purposes connected with our business operations, which include:

- processing your donations or applications;
- carrying out credit checking (unless we have agreed otherwise);
- issuing you a tax deductible gift receipt;
- dealing with requests, enquiries or complaints and other customer care related activities;
- carrying out market and product analysis and marketing our services generally;
- registering your details and fulfilling any requests or requirements you may have; and
- carrying out any activity in connection with a legal, governmental or regulatory requirement on us or in connection with legal proceedings, crime or fraud prevention, detection or prosecution.

We may also use your personal information for purposes related to those described above which would be reasonably expected by you. For example, we may use your personal information to keep you informed about new programmes and services or conducting analysis in order to provide better service to the community. To opt-out of receiving certain ASPF marketing materials, please **complete and submit this form** or contact **03 9853 5211**.

We will not use your information for purposes other than described above unless we have your consent or there are specified law enforcement or public health and safety reasons.

Sharing your Personal Information

ASPF may disclose or receive personal information or documents about you to/from law enforcement agencies to assist in the prevention of criminal activities;

Unless you consent, we will not disclose your personal information to third parties, other than those who have contracted with ASPF to keep the information confidential, or who are subject to obligations to protect your personal information.

Security of your Personal Information

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment protected from unauthorised access, modification or disclosure.

How to access your Personal Information

Upon your request, ASPF will take reasonable steps to let you know, generally, what sort of personal information we hold, for what purposes and how we collect, use and disclose that information.

Upon your request, ASPF will provide access to your personal information we hold, except in certain prescribed circumstances, including emergency situations, specified business imperatives and law enforcement or other public interests.

How to contact us

If you have any queries or concerns, please contact ASPF by phoning **03 9853 5211**.