

# **Privacy Statement**

The Coeliac Society of Victoria Inc (Regn. No. A21134F) (*CSV*) respects your privacy.

## **What personal information does CSV collect?**

We collect personal information if you make enquiries with CSV regarding our services (including our educational and social activities), if you wish to make a donation or become a volunteer or in processing your application for membership of CSV.

We usually collect personal information such as name, address, email address and telephone numbers. However, depending on why you need to deal with CSV, we may need to collect other types of information, as explained further below.

If you provide us with your credit card details, we will only use these for the particular purpose for which you provide them at the time – such as payment of membership fees or making a donation. CSV does not keep the details once payment has been processed (which means you will need to supply us with the relevant details each time you wish to use your credit card to make payment).

Volunteering information about yourself will indicate to CSV that you accept that we will use that information in responding to, or otherwise dealing with, your enquiry or in our ongoing dealings with you.

## **Why does CSV collect personal information?**

### Applying for membership

If you apply for membership of CSV, we generally collect more specific details, such as your date of birth and other more sensitive information including details of the diagnosis of the condition which requires that you maintain a gluten-free diet; any other associated medical conditions and details of other family members also diagnosed with a condition requiring a gluten-free diet (immediate family members living at the same address are covered by the one registration fee). CSV needs this additional information so that we can provide our services and we will seek your consent to collect it. Without those details, we can't be sure that providing you with information about a gluten-free diet is the best approach for managing the health of you and your family.

### Members of CSV

Once you are a member of CSV, we will use your information to provide our services to you, including sending you information regarding our services (including information about gluten-free products and recipe books) and various activities and to fulfil administrative functions associated with these services.

### Medical or health practitioner

If you are a medical or health practitioner, we will include your contact details in a list if you have indicated you are willing for CSV to refer members to you for medical advice. We may provide your contact details to a member in response to their request.

### Volunteer or donor

If you are a volunteer or donor, then we will use your information to stay in contact with you and to provide you with information regarding CSV's activities that we think will be of interest to you.

If you prefer that CSV not use your details, please let us know by phoning 03 9808 5566 or sending an email to [vic@coeliacsociety.com.au](mailto:vic@coeliacsociety.com.au).

## **Who is information disclosed to?**

CSV does not generally provide your personal information to third parties, unless you have agreed to us doing so. In particular, if you are a member, we can forward your details to another State/Territory society if you are moving inter-state, but only if you ask us to do so.

From time to time, we receive enquiries from various organisations in relation to research in connection with coeliac disease and other related conditions or contacting potential candidates for various studies. If we think this information will be of interest to you, we may provide your name and address to a mailing house to assist us in distributing this material.

In some instances, we may provide general health information to third parties for statistical and research purposes but this information will be de-identified so that your personal details (ie name and address) are not included.

## **Security, accuracy and access**

CSV has taken steps to ensure your personal information is secure from misuse, loss or unauthorised use or disclosure.

We aim to have the personal information which CSV collects and uses as accurate, complete and up-to-date as reasonably possible. We need your help to do that. Our details are set out below so that you can contact us if you would like to update or correct your personal information.

You have some rights to access personal information we hold about you. Please contact us by phoning 03 9808 5566 or sending an email to [vic@coeliacsociety.com.au](mailto:vic@coeliacsociety.com.au) if you'd like to find out more about this, if you need to update your details or if you have any concerns regarding your information privacy.