

## **MS Readathon**

### **Privacy policy**

*Date of last revision: 5 February 2025*

MS has legal responsibilities related to the management of personal, health and sensitive information gathered during our business operations and service delivery.

We are bound by the Australian Privacy Principles (APP).

MS Readathon and MS staff and volunteers understand and respect your right to Privacy and the confidentiality and security of personal information provided by You. MS Readathon will take all reasonable steps to ensure that your personal information is protected from misuse, loss, interference and unauthorised access, modification or disclosure.

### **Complaints and Feedback**

If you do not want to receive future communications from MS you can contact us at any time via email at [msreadathon@ms.org.au](mailto:msreadathon@ms.org.au), via phone on 1300 270 36, via mail at Locked Bag 7, MILTON QLD 4064, or via [Facebook Messenger](#) to update your preferences within the database.

Feedback, including complaints, can be lodged in any format that meets your needs, such as in person, via a phone call, via the website, in email or in writing and can be directed to an individual staff member or to our Feedback Officer using the contact details below:

**MS Readathon Team:** call via 1300 270 036 or email via [msreadathon@ms.org.au](mailto:msreadathon@ms.org.au)

**Mail:** MS Readathon Manager Locked Bag 7, MILTON QLD 40464

**Website:** <https://www.msqld.org.au/contact-us/>

We have a Privacy Officer who is available to discuss privacy issues or individual request and concerns in relation to privacy.

The Privacy Officer can be contacted by emailing [msqldfeedback@msqld.org.au](mailto:msqldfeedback@msqld.org.au).

## **Requesting Deletion of Data**

If you would like to request for your data to be deleted, please email [msqldfeedback@msqld.org.au](mailto:msqldfeedback@msqld.org.au), citing your name and email address.

If after contacting us you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner. To lodge a complaint, visit the 'Complaints' section of the **Information Commissioner's website**, or contact the Information Commissioner's office.

For more information about privacy in general, you can visit the Office of the Information Commissioner's website at: [www.oaic.gov.au](http://www.oaic.gov.au).

Set out below are details on how we collect, manage and use your personal information:

## **Collection**

### **Types of information collected**

We may collect and hold personal information about you, including information that can identify you, and is relevant to providing you with services. The kinds of information we typically collect include:

1. your name, date of birth and gender;
2. contact details (your address, email, and phone details);
3. the name and contact details of your school;
4. your IP addresses and the dates and times of visits to our website;
5. website data from our website and websites you access whilst using our internet and wireless network services at our offices or events; and/or
6. other relevant information relevant to providing you with services.

### **Method of collection**

Personal information will generally be collected directly from you through any of the following ways:

1. through our website, including through online enquiry forms, registration forms and cookies;
2. via email, webchat or other electronic means;

3. through a telephone conversation with you;
4. registration and attendance in our fundraising or other events;
5. the provision of customer service and support, including dealings you may have with our team members; and
6. social media and other external websites.

We may also collect personal information about you from third parties acting on your behalf.

There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

### **Purpose of collection**

The personal information that we collect and hold about you, depends on your interaction with us. Generally, we collect, use and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities and for the purposes of:

1. providing products and services to you or someone else you know;
2. responding to your enquiries;
3. providing you with information about other products and services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you;
4. facilitating events;
5. processing transactions including for the payment of services and/or fundraising;
6. improving and developing our products and services to you and to others;
7. measuring interest in our services;
8. providing you with marketing and promotional material to inform you of our other products and services, journal publications and generally promote our services and fundraising activities;

9. reporting to various government departments if legally required;
10. accessing online systems; and
11. facilitating our internal business operations, including the fulfilment of any legal requirements

### **Payment security**

Payment for services and/or fundraising is processed through Stripe Payment Gateway. Stripe secures all your customer and credit card data. MS will not store or transfer your credit card information.

### **Failure to provide information**

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

### **Internet users**

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

### **Use and disclosure**

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

1. our related entities to facilitate our and their internal business processes;
3. MS interstate divisions as listed below; and

4. service providers, who assist us in operating our business and providing services to you (including information technology service providers or service providers who assist us in distributing our marketing material or maintaining our databases).

We are likely to disclose personal information about you overseas. This may include for the purpose of support and assistance.

## **Security**

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We take all reasonable measures to ensure that your personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

In the event of unauthorized access or disclosure of information that would be likely to result in serious harm to any of the individuals to whom the information relates, the affected individual will be notified, as is required by Section 26WL of the Privacy Act 1988.

## **Access and correction**

You may access the personal information we hold about you, upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If the information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

For further information on Privacy, how MS protect your rights and manages personal information in accordance with the Privacy Act 1988 please follow the relevant link for your state:

ACT – <https://www.msplus.org.au/about-us/your-privacy-rights-and-feedback-ms-plus>

NSW – <https://www.msplus.org.au/about-us/your-privacy-rights-and-feedback-ms-plus>

NT – <https://www.ms.asn.au/privacy-policy>

QLD – <https://www.msqld.org.au/privacy-policy/>

SA – <https://www.ms.asn.au/privacy-policy>

TAS – <https://www.msplus.org.au/about-us/your-privacy-rights-and-feedback-ms-plus>

VIC – <https://www.msplus.org.au/about-us/your-privacy-rights-and-feedback-ms-plus>

WA - <https://mswa.org.au/privacy-policy>

In this Privacy Policy, 'MS Readathon', 'MS', 'we', 'us' and 'our' is a reference to a collective of state based Multiple Sclerosis support organisations (MS) who deliver a national fundraising campaign known as the MS Readathon. The four organisations are MS Plus LTD (ABN 66 004 942 287), Multiple Sclerosis Queensland Ltd (ABN 56 731 473 412), The Multiple Sclerosis Society of SA & NT (ABN 85 662 359 859) and MSWA (ABN 75 638 080 972).