

Our Privacy Commitment

MS Plus regards the protection of privacy as central to the operation and general conduct of the organisation's affairs. MS Plus will ensure compliance with regulatory requirements in relation to the collection, recording, use, secure storage, amendment, release/disclosure, and destruction of personal information.

MS Plus recognises and promotes the rights of our employees, volunteers, clients and customers to have their personal information protected in accordance with legislative requirements.

We are bound by the Australian Privacy Principles in the *Privacy Act 1988* (Cth), and by relevant State and Territory privacy laws; and remain ready and committed to complying with these requirements at all times.

Our Privacy Statement

This statement explains how we collect, use and protect your information. It is our current policy for dealing with the control, processing and use of personal information. The statement is available on our website [Your Privacy, Rights And Feedback | MS Plus](#)

How do we collect your information?

We collect personal information in a number of ways, including:

- directly from you or (when relevant) your carers, for example when you provide information by phone, in contact forms or any other agreements, or when you submit your personal details through our website or contact email addresses
- from our own records when you use our services
- we will always obtain your consent to collect, store and share any of your information
- MS Plus will only collect personal and sensitive information if it is necessary for one or more of MS Plus business activities or services.

What information do we collect?

Depending on how you are interacting with us, this information may include your contact details, your health history, occupation or other information relevant to your situation.

We also collect information on your communication preferences, such as whether you wish to receive information and publications about multiple sclerosis, MS Plus services, or events and fundraising activities.

Information will be collected by lawful and fair means, and where consent to information collection is provided.

How do we use your personal information?

MS Plus will only collect personal and sensitive information if it is necessary of one or more of MS Plus business activity or services.

MS Plus will only use and disclose personal information for the particular purpose (primary purpose) for which it was collected or a related purpose where the client/customer, employee, or volunteer would reasonably expect the use or disclosure of information.

How do we store your information?

The security of your information is important to us and we take all reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure.

All personal and health information is stored securely in paper and/or electronic form.

All financial information pertaining to customers of MS Plus is stored securely in line with the Payment Card Industry Data Security Standards (PCI DSS). In some situations, such as for events, MS Plus use the assistance of professional financial gateway specialists and expert fundraising digital platforms (in line with PCI DSS). MS Plus ensures these vendors and platforms employ stringent security and privacy practices in line with MS Plus' own privacy policy.

Deletion of your personal information

Under the Fundraising Institute Australia (FIA) Code of Conduct and the European General Data Protection Regulation (GDPR) MS Plus will delete an individual's information from data base as requested by recipient.

If you would like to request for your data to be deleted, call us on 1800 042 138 or email feedback@msplus.org.au. We will connect you with a Privacy Officer who can help.

When do we share your information?

In order for MS Plus to provide a comprehensive and effective service it may be required to share your information with other service providers, e.g. your doctors or health centre. In this situation, prior to taking any action, we will ask you to give consent for us to disclose any information from your record to the other party.

We will only provide personal and health information to a third party with your consent, however there are occasions where we must provide information (without individual consent) if bound by legislation or regulatory compliance to do so.

There is a process to enable you to withdraw your consent to release information at any stage.

How can you access or correct your own personal information?

All records dealing with personal information for recipients of MS Plus services remain the property of MS Plus. However, you have a right to access your own personal information on request and to be provided with copies of documents. There is no charge to submit a request to seek access to your personal information but we may charge for a small administrative fee to cover any of our costs.

You also have the right to seek a correction of any personal information that we hold about you so as to ensure that is accurate, up-to-date and complete. You or your authorised representative can make a written request to the MS Plus Senior Manager Quality and Risk to access personal and health information in your record. Viewing of records will occur under supervision.

Making a privacy complaint and contacting our Senior Manager Quality and Risk

If you have a concern or complaint about your privacy, please contact us and we will seek to address it within 30 days of receiving it. While we are confident that we can resolve your complaint promptly without needing to involve third parties, if you are still unhappy then you may also lodge a complaint with the Office of the Australian Information Commissioner (www.oaic.gov.au)

You can also contact our Senior Manager Quality and Risk to:

- Discuss or query on information in this privacy statement
- Management of your personal information or other records
- If you would like further detail on managing financial transactions
- Data retention and disposal or deletion of information
- Obtain a copy of this statement

For more information on any of these areas please call Plus Connect on 1800 042 138, or contact the MS Plus Senior Manager Quality and Risk via quality@msplus.org.au