

Privacy Policy

VIEW Clubs of Australia



everyone's family

Our commitment to your privacy and confidentiality

The Smith Family is committed to protecting the privacy and confidentiality of our supporters. Indeed our name “The Smith Family” was a direct result of our founders wishing to remain anonymous themselves.

The Smith Family is bound by the Australian Privacy Principles under the *Privacy Act 1988*. This VIEW Clubs of Australia Privacy Policy contains information about how we collect and handle our VIEW Club members’ personal information. It also contains useful information about what to do if you have questions, comments or complaints.

The Smith Family’s Privacy Policy for Supporters, which is available on our website at www.thesmithfamily.com.au/privacy, contains information about how we collect and handle personal information of those who support The Smith Family in other ways, for example, volunteers, regular cash donors or *Learning for Life* sponsors.

How we collect VIEW Club members’ information

We only collect personal information from VIEW Club members that is necessary for our work and to help us engage with you.

Some examples of the information that we may collect and hold are:

- Personal details, like name and age range
- Address and contact details
- Payment information for membership and donations.

The main way we collect your personal information is when you give it to us, for example, when you complete a membership or donation form.

At all times you have the choice as to what information you provide in your support of VIEW Clubs of Australia and The Smith Family, and you can change or access these details at any time. Please be aware though that if you do not provide all the information we request, we may not be able to manage your support, process your donations or membership or respond to your queries.

How we use VIEW Club members’ information

We use your information to manage your support, process your donations and membership and respond to your comments and queries. We may also use your information to keep you up to date with information about any initiatives of VIEW Clubs of Australia and The Smith Family that we think may interest you.

The listing of each VIEW Club of Australia and its members is confidential. It is held by VIEW National Office and is only used by VIEW Clubs and VIEW National Office.

The VIEW Clubs of Australia membership list belongs to The Smith Family and will not be given to any guest speaker, fundraiser, product seller, media outlet or other person. This is absolute, even if the intended purpose is to raise money for The Smith Family.

You may discuss any questions or uncertainties about the use of the membership list with the relevant Zone or National Councillor, or VIEW National Office.

Only three committee positions for each Club are published annually - President, Delegate and Secretary (the ‘PDS’ list). A copy of the PDS list is given to the National and Zone Councillors each year, with relevant pages issued to each Club. These lists will not be released for circulation or copying, other than to VIEW Club members and The Smith Family staff where it is reasonably necessary for their functions and activities.

VIEW Executive and National Councillor name and contact details are published on the VIEW and The Smith Family websites. Club contact details (for example, Club Secretary email and phone number) are published on the VIEW website at www.view.org.au.

Contact details for VIEW Executive, National Councillors, Zone Councillors and Club Secretaries are made available to be used by VIEW Club members and The Smith Family only for purposes relating to the activities of VIEW Clubs of Australia or The Smith Family. They will not be circulated or used for any political, commercial or other purpose.

How we hold VIEW Club members' information

The Smith Family takes the security and confidentiality of your personal details very seriously. The listing of each VIEW Club of Australia and its members is stored by The Smith Family on a separate secure database that is only accessed by VIEW National Office staff. Details of the members of a VIEW Club are held by the Secretary of that Club.

We actively seek to ensure that all personal information we collect is protected from misuse, interference and loss and from unauthorised access, modification or disclosure. At The Smith Family, this is done through internal data protection and electronic data transmission procedures, and all donations and communications made online via our websites are secure.

Where personal information is held that is no longer needed, we will take reasonable steps to ensure the information is destroyed or de-identified.

Disclosure of personal information

Occasionally, your personal information may be disclosed to, or collected by, service providers or others working directly on behalf of VIEW Clubs of Australia or The Smith Family (for example, mailing houses or agencies that help us organise VIEW National Convention). These service providers are also bound by privacy laws and confidentiality obligations that protect your information.

VIEW Clubs of Australia and The Smith Family do not otherwise pass on to any third parties information that can be used to identify you, or publish such information in our publications or on our website, without your consent unless we are required or authorised under law to do so.

Accessing or correcting your personal information

We will always endeavor to ensure that the personal information collected is accurate. If you wish to update or correct any of your information, or to let us know your preferred option for how we communicate with you and which appeals and publications you would like to receive, please call the VIEW National Office on 1800 805 366 or email view@thesmithfamily.com.au.

Lodging queries or complaints

If you have a query or complaint about how VIEW Clubs of Australia and The Smith Family manage your personal information or would like to know more, please call the VIEW National Office on 1800 805 366 or email view@thesmithfamily.com.au.

If you have made a complaint, we will acknowledge that your complaint has been received, provide you with our contact details and advise you when we can provide a response to your complaint.