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Introduction

Kyeema Foundation (Kyeema) is a not-for-profit NGO that works predominantly to reach resource-poor members of communities in developing countries. Kyeema respects individual privacy and is committed to protecting the personal information which it collects, holds and administers.

Purpose

The purpose of this document is to provide a framework for Kyeema in handling personal information in all its activities and operations.

Guiding Principles

Principles of respect, integrity, professionalism, privacy and impartiality should be observed by Kyeema staff when dealing with any communications.

Definitions

Personal information is information which directly or indirectly identifies a person. The types of personal information we collect may include your name, date of birth, gender, contact information, image, credit/debit card information and other information about your history with or relationship to Kyeema.

Partners are individuals, groups of people or organisations that collaborate with or are contracted by Kyeema to achieve mutually agreed objectives in development activities.

Volunteers include persons undertaking an activity overseas or participating in professional development in their own country or overseas for the common good and without financial gain.

Scope

This policy, the attached procedure and guidelines apply to all Kyeema Directors, Board Members, staff, consultants and sub-contractors, volunteers, partners and observers/visitors accompanying a Kyeema activity.

Policy statement

Kyeema collects and administers a range of personal information for the purposes of staff employment, project implementation, fundraising and membership management and marketing. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Kyeema recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in this Privacy Policy, which is compliant with the Privacy Act 1988 (Cth).

Kyeema is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

If an individual wishes to make a complaint about a breach of this privacy policy or any of the privacy principles in the Privacy Act 1988, you can contact Kyeema Headquarters via kyeema@kyeemafoundation.org. Sufficient details and information regarding your complaint and any supporting evidence should be included.

Collection of information

Kyeema will:

- Only collect information that is necessary for the performance and primary function of Kyeema.
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.
- Collect personal information from the person themselves wherever possible.
- If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- Collect sensitive information only with the person's consent. (Sensitive information includes health information and information about religious beliefs, race, gender and others).
- Determine, where unsolicited information is received, whether the personal information could have been collected in the usual way, and then if it could have, treat it normally. (If it could not have been, it must be destroyed, and the person whose personal information has been destroyed will be notified about the receipt and destruction of their personal information).
- Adopt ACFID's Principles and Guidelines for Ethical Research and Evaluation in Development when conducting research in the field.

Use and Disclosure

Kyeema will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, Kyeema will obtain consent from the affected person.
- In relation to a secondary purpose, Kyeema will only use or disclose the personal information where:
 - a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
 - the person has consented; or

- certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- In relation to personal information which has been collected from a person, use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose and has consented, and Kyeema has provided an opt out and the opt out has not been taken up.
- In relation to personal information which has been collected other than from the person themselves, only use the personal information for direct marketing if the person whose personal information has been collected has consented (and they have not taken up the opt-out).
- Follow guidance documents such as the Image and Messaging Guidelines and the Ethical Decision-Making Framework to ensure that consent is gained appropriately, and information is used accurately.
- State whether the information is sent overseas and will ensure that any overseas providers of services are as compliant with privacy as Kyeema is required to be.
- Provide all individuals with access to personal information except where it is a threat to life or health or it is authorised by law to refuse and, if a person is able to establish that the personal information is not accurate, then Kyeema must take steps to correct it. Kyeema may allow a person to attach a statement to their information if Kyeema disagrees it is inaccurate.
- Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
- Make no charge for making a request for personal information, correcting the information or associating a statement regarding accuracy with the personal information.
- **Not** sell, rent, or lease any individual's personal information or lists of email addresses to anyone for marketing purposes, and we take commercially reasonable steps to maintain the security of this information.

Storage

Kyeema will:

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorised access, interference, unauthorised modification or disclosure.
- Before Kyeema discloses any personal information to an overseas recipient including a provider of IT services such as servers or cloud services, establish that they are privacy compliant. Kyeema will have systems which provide sufficient security.
- Ensure that Kyeema's data is up to date, accurate and complete.

Destruction and de-identification

Kyeema will:

- Destroy personal information once it is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.
- Change information to a pseudonym or treat it anonymously if required by the person whose information Kyeema holds and will not use any government related identifiers unless they are reasonably necessary for our functions.

Data Quality

Kyeema will:

- Take reasonable steps to ensure the information [the organisation] collects is accurate, complete, up to date, and relevant to the functions we perform.

Data Security and Retention

Kyeema will:

- Only destroy records in accordance with the organisation's Records Management procedure within the Kyeema Brisbane Office Procedures Manual.

Openness

Kyeema will:

- Ensure stakeholders are aware of Kyeema's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

Access and Correction

Kyeema will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

Anonymity

Kyeema will:

- Allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis.

Making information available to other organisations

Kyeema will:

- Release information to third parties only when it is requested by the person concerned.

Responsibilities

This policy applies to:

- Staff members, contractors and consultants;
- Volunteers;
- Board of Directors;
- Partner organisations; and
- Observers/visitors accompanying a Kyeema activity.

Kyeema's Board is responsible for developing, adopting and reviewing this policy.

The Chief Executive Officer in consultation with the Kyeema Board, is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

Where compliance issues are identified, the Chief Executive Officer will work with staff and other relevant stakeholders to address these issues promptly. The policy will be reviewed every three years and revised as needed, with the approval of the Board.

Legislative Framework and Standards

Kyeema also adheres to the following Australian legislation:

- *The Australian Privacy Act 1988*
- *Australian Privacy Principles*
- *Payment Card Industry Data Security Standard*

Information Resources

ACFID Code of Conduct Commitment 7.2.2 Members have organisation-wide requirements for the protection of privacy (2015)

<https://acfid.asn.au/content/commitment-72-we-meet-our-legal-and-compliance-obligations>

ACFID's Principles and Guidelines for Ethical Research and Evaluation in Development (2017)

<https://acfid.asn.au/blog-post/why-we-need-think-again-about-ethical-guidelines-research>

Related Documents

This Policy is to be read in conjunction with:

Kyeema Foundation Code of Conduct

Kyeema Foundation Communications Policy



Kyeema Foundation Ethical Decision Making Framework

Kyeema Foundation Image and Message Guidelines

Kyeema Foundation Brisbane Office Procedures Manual

Authorisation

Robyn Alders

Signature of Policy Officer

Robyn Alders

Name of Policy Officer

28 December 2020

Date