

PRIVACY STATEMENT/DISCLAIMER

As an ethical and responsible organisation ADHD Australia aims to ensure that any personal information which is collected and stored by us is handled in an appropriate manner and meets all legal requirements.

INTRODUCTION

We understand that the privacy of your personal details, and the security of your transactions with us, is of paramount importance to you. ADHD Australia has therefore adopted data protection policies with respect to your privacy and security. ADHD Australia's Privacy Policy sets out the rules we will abide by when dealing with personal information we collect from individuals in the course of our business. We have based our policy upon the Internet Industry of Australia's (IIA) draft Privacy Code of Practice, which adopts internationally recognised Privacy protection standards (such as the 'Safe Harbour' principles required by most European countries). The IIA Code also covers the requirements of the Australian Privacy legislation.

We may make alterations or additions to this policy from time to time. Should we do so, we will update the policy on our web site. We require that all our customers agree to abide by our Privacy Policy as part of our terms of trade. This policy also applies to users of our web site who are not customers of ADHD Australia.

Please note that we cannot and do not assume any responsibility for the privacy or security practices of any other web sites, or their content, which you may be able to access through our site, or for our customers' level of compliance with our code.

WHAT INFORMATION DO WE COLLECT?

ADHD Australia collects different information about you at different times. There are four broad categories of information that we collect from you:

INFORMATION WE REQUIRE TO SUPPLY OUR SERVICES.

When you make an inquiry about our services, we request information such as your name, address, telephone number, domain name, email details of your primary and secondary contacts, We may also ask for your age and gender.

OTHER DEMOGRAPHIC INFORMATION.

If you respond voluntarily to our surveys or other interactive communications, we collect the responses and use the information to improve the quality and range of ADHD Australia's products and services.

HOW DO WE USE PERSONAL INFORMATION WE HAVE COLLECTED?

We collect and use your personal information to operate our web site and deliver our services to you.

You may stop the delivery of future promotional email from ADHD Australia by following the specific instructions in the email you receive. Instructions on our emails will tell you how to remove your name.

We will treat all information we collect from you as strictly confidential.

ADHD Australia does not rent or lease its customer lists to third parties. We will not reveal, disclose, sell, distribute, rent, licence, share or pass onto any third party (other than those who are contracted or supply services to ADHD Australia) any personal information that you may have provided to us unless we have your express consent to do so, other than in the

circumstances set out in the next paragraph.

We will disclose your personal information, without notice or your consent, only if:

- (a) we are required to do so by law or in the good faith belief that such action is necessary to conform with the laws, applicable code of conduct or legal process served on us in relation to our business or web site;
- (b) to protect and defend the rights or property of ADHD Australia;
- (c) if we consider it necessary to do so in order to enforce or apply the terms of any of our agreements with you;
- (d) if we sell our business or part of it; and
- (e) in extreme circumstances, to protect the personal safety of users of ADHD Australia's services, its web site, our staff or the public.

SECURITY

Security features have been implemented in the host's database to protect your personal information from unauthorised access. They maintain their servers in a controlled, secured environment. Only staff who need to have access to your personal information in order to perform their job function are authorised to access the database. Constant changes to the internet and technology mean that they cannot guarantee that data transmission will be 100% secure, or safe from attack by unauthorised intruders.

OTHER DISCLOSURE BY YOU

You might provide personal information through your participation in chat sessions, message boards, email exchanges or newsgroups accessed at adhdaustralia.org.au, or another service provided by ADHD Australia. This information is public and immediately available to anyone who has access to such a site; it is not private. ADHD Australia urges you to enter only information that you are comfortable to share with the public at large in this public domain. This Privacy Policy does not apply to such information.

CHILDREN'S PRIVACY

ADHD Australia does not knowingly collect, use or market any information to children without seeking parental or a guardian's consent. We also urge you to familiarise yourself with your legal responsibilities with regard to children and the internet.

COMPLAINTS

If you have a complaint about any aspect of our Privacy procedures, please contact info@adhdaustralia.org.au. We will deal promptly with your complaint. If we cannot resolve the complaint to your satisfaction within a reasonable time, you or we may refer the complaint to the Privacy Commissioner.