



The Melbourne Chevra Kadisha Privacy Policy

1. We respect your privacy

1.1. This privacy policy applies to the management of your personal information by or on behalf of The Melbourne Chevra Kadisha and/or Melbourne Chevra Kadisha Cemetery Trust (“we”, “our”, “us”). We are committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth), to the Information Privacy Principles contained in the *Privacy and Data Protection Act 2014* (Vic) and where you provide us with health information including health information in respect of deceased persons, to the Health Privacy Principles under the *Health Records Act 2001* (Vic) (together, the “Privacy Laws”). This policy sets out how we collect and treat your personal information including the privacy of persons still living where their identity can be reasonably ascertained from the supply of information of deceased persons (such as, for example, information about family members). By providing us with your personal information, you consent to us collecting, holding, using and/or disclosing your personal information in accordance with this privacy policy.

2. Collection of personal information

2.1. We collect personal information you provide to us, such as information you enter via our website (<http://www.mck.org.au/>), downloading our App (available via iTunes, Google Play), via telephone enquiries or which you otherwise provide to us in the course of us providing our services to you. We also collect personal information necessary for us to perform the functions of operating a cemetery trust, funeral parlour and burial services.

2.2. Generally speaking, we collect information about you, such as your name, phone number, address, email address, date of birth and next of kin information to enable us to send information, provide updates and provide our services to you. We may collect additional information at other times, including but not limited to, when you provide information to enable us to submit relevant documentation on your behalf, when you provide information about your personal or business affairs, provide financial or credit card information or other relevant payment or billing information, or communicate with our administration support.

2.3. Additionally, we may also collect any other information you provide while interacting with us.

3. How we collect your personal information

3.1. We collect personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website, over the phone, when you send us a letter and when we provide our services to you. We usually collect personal information directly from you, but may also collect it from other people or organisations.

3.2. We will, if practicable, allow you to use a pseudonym or to not identify yourself (unless this is impractical or against the law (including the Privacy Laws)). In some instances, if you do not provide us with certain personal information we may not be able to provide you with the relevant service or information. This may have an effect on whether we can begin or continue a relationship with you, or allow you to participate in other activities we undertake.

4. Use of your personal information

4.1. We may use personal information collected from you to provide you with information and updates about our services. We may also use your personal information to improve our services and better understand your needs.

4.2. We may contact you by a variety of measures including, but not limited to telephone, email, SMS or direct mail.

4.3 We also maintain records of interments, places of interments and rights of interment, which we are required to do in order to comply with our obligations in performing the functions of a cemetery trust and we make such information available for inspection at any reasonable time for historical or research purposes as required under the *Cemeteries and Crematoria Act 2003 (Vic)*. This information is publicly available via our website (<http://www.mck.org.au/>). We may charge a fee or fees for the reasonable costs incurred in providing the information sought or copies or extracts of information from the records required to be kept.

5. Disclosure of your personal information

5.1. We may disclose your personal information to any of our employees, officers, insurers, and professional advisers or for our internal accounting and business management purposes, insofar as reasonably necessary to perform the services requested by you, and otherwise for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services. We specifically will not provide your personal information to Stonemasons to assist them in contacting you, and will not provide your personal information to any other third party to enable them to market their services to you.

5.2. We may also disclose personal information as required by law or in order to comply with any regulatory reporting or legal obligations.

5.3. The personal information that we collect may be disclosed to our partners and suppliers in order to assist us in providing our services to you (for example, memorial services and transfer services). We use a network of partners and suppliers to ensure that our services are of a high quality and meet our exacting standards. Some of our service providers, or the services they provide (like cloud-based storage solutions), may be based outside of Victoria, which may include locations overseas. This could include places like Europe, Asia and the US. In order to protect your information, we take care where possible to work with service providers who we consider maintain acceptable standards of data security compliance, and we do our part to meet those standards as they apply to us. Where your personal information is governed by the *Privacy and Data Protection Act 2014 (Vic)* or the *Health Records Act 2001 (Vic)*, the transfer or sharing of personal information will only be permitted if the recipient organisation protects privacy under standards similar to the standards of the Information Privacy Principles or the Health Privacy Principles (as applicable).

5.5. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer (to the extent permissible at law) our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement whereby the potential purchaser is required to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

5.6. By providing us with personal information, you consent to the terms of, and the types of disclosures covered by, this Privacy Policy.

5.7 Typically we only use unique identifiers (usually a number assigned to an individual in order to identify a person) for internal record keeping processes and we do not share these with third parties.

6. Security of your personal information

6.1. We are committed to ensuring that the information you provide to us is stored securely. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

6.2 We will take reasonable steps to destroy or permanently de-identify your personal information when it is not needed in accordance with the Privacy Laws.

7. Access to your personal information

7.1. You are responsible for ensuring that the personal information we hold about you is accurate, current and complete. If your details change, please advise us via email to info@mck.org.au. Generally speaking, you may request details of personal information that we hold about you in accordance with the provisions of the Privacy Laws. A small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you, please email us at info@mck.org.au.

8. Complaints about privacy

8.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to 115-119 Inkerman Street, St Kilda, Victoria 3182, Australia. We take complaints very seriously. We will review your complaint, and will respond to you after we have carefully considered it. We may require further information from you in order to resolve any complaints.

9. Changes to Privacy Policy

9.1. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

10. Website

10.1. When you visit our website

When you come to our website (www.mck.org.au) we may collect certain non-personally identifiable information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

10.2. Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

10.3. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience.

10.4. Third party sites

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, and to read the privacy statements of each and every website that collects personal identifiable information.

11. General Queries

11.1 If you have any queries on this privacy policy or how we handle your personal information, please feel free to contact us at info@mck.org.au.