

Privacy Statement

The Riding for the Disabled Association (NSW) - Ryde Centre (RDA - Ryde) is committed to respecting the privacy of personal information. We recognise the importance of protecting the privacy of information collected about visitors to our web site, in particular information that is capable of identifying an individual ('personal information'). This Statement governs how we gather, update, use and distribute personal information you supply to us through your conduct on or use of the website and covers the following areas

- Compliance with the National Privacy Principles
- Personal information collected
- Use and disclosure of personal information
- Accessing and updating your personal information
- Security of personal information
- Contact details

Throughout this Statement, we refer to your "personal information" which means information which identifies you as an individual or from which your identity can be reasonably ascertained. Your name and address are examples of personal information. References to "us", "we" and "our" are references to Riding for the Disabled Association (NSW) - Ryde Centre (RDA - Ryde) and references to "you", "your" and "users" are references to website visitors. By using this site, you agree to the Privacy Statement of this web site ('the web site'), which is set out on this web site page. This Statement should be reviewed periodically so that you are updated on any changes.

- **Compliance with the National Privacy Principles**

Riding for the Disabled Association (NSW) – Ryde Centre (RDA - Ryde) complies with the NPPs under the Privacy Act 1988 any other applicable laws to protect your privacy

- **Personal information collected**

We only collect personal information that is considered necessary to provide the best possible service and to comply with legal requirements. The type of information we collect includes your name, address, phone number and email address. Personal information about visitors to our site is collected only when knowingly and voluntarily submitted. For example, we may need to collect such information to provide you with further services or to answer or forward any requests or enquiries. It is our intention that this Statement will protect your personal information from being dealt with in any way that is inconsistent with applicable privacy laws in Australia

Technically, there are some things we need to do as part of providing the web sites and information to you. When you visit our site, a record of your visit is logged. The following information may be recorded for statistical purposes and is used by Riding for the Disabled Association (NSW) – Ryde Centre (RDA - Ryde) to help improve the site. This information is supplied by your browser: the user's server address, the user's operating system, the user's top level domain name, the date and time of the visit to the site, the pages accessed and the documents downloaded, the previous site visited, the type of browser used. No attempt will be made to identify users or their browsing activities except where required or authorised by law. We may place cookies on your computer to enable your web browser to search and find us efficiently. You are able to prevent cookies being stored on your computer by changing your preferences within your Internet Browser. You should note that cookies may be necessary to provide you with some features of our on-line services. This information is not matched with any personal information and remains anonymous.

- **Use and disclosure of personal information**

We do not on-sell or otherwise give away your private information to outside parties. We generally use and disclose your personal information for purposes related to the main purpose for which the information was

collected, or where you have consented to the use or disclosure. Apart from where you have consented, or disclosure is necessary to achieve the purpose for which it was submitted, personal information may be disclosed in special situations where we have reason to believe that doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) with our rights or property, users, or anyone else who could be harmed by such activities. Also, we may disclose personal information when we believe in good faith that the law requires disclosure. We may otherwise use or disclose your personal information where it is reasonable for us to do so in the spirit of providing services to you (both within the company and via our relationship third parties) or where you have expressly asked us to do so. At times we may use this information for direct mailing, emailing, etc purposes whereby we consider that the information supplied may be of benefit to you. We retain this information only for as long as necessary to fulfill our provision of services to you and to comply with any legal requirements. Personal information that visitors submit to our site is used only for the purpose for which it is submitted or for such other secondary purposes that are related to the primary purpose, unless we disclose other uses in this Privacy Statement or at the time of collection. Copies of correspondence sent from the web site, that may contain personal information, are stored as archives for record-keeping and back-up purposes only.

- **Accessing and updating your personal information**

We will endeavour to take all reasonable steps to keep secure any personal information which we collect, use, disclose, hold about you, and to keep this information accurate, complete and up to date. If, at any time, you discover that information held about you is incorrect, you may contact us to have the information corrected. Upon written request to the Riding for the Disabled Association (NSW) – Ryde Centre (RDA – Ryde) Privacy Officer, assuming there are no legal reasons preventing us from doing so, Riding for the Disabled Association (NSW) – Ryde Centre (RDA - Ryde) will provide you with details of all personal information that we hold about you within a reasonable time period. We request that you provide us with as much detail as you can about the particular information you seek, in order to help us retrieve it. You will be able to review this information and advise us of any amendments to the data held and may request Riding for the Disabled Association (NSW) – Ryde Centre (RDA - Ryde) to delete any information held. Additionally, you may decline to take part in certain marketing activities in the future by expressly advising us in writing. We will apply your instructions as soon as it is possible to do so.

- **Security of personal information**

We take reasonable steps to protect all of the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. This protection applies in relation to information stored in both electronic and hard copy form. Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure. However, we will endeavour to take all reasonable steps to protect the personal information you may transmit to us or from our online products and services. Once we do receive your transmission, we will also make our best efforts to ensure its security on our systems. In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information

- **Contact details**

If you have any questions or feedback about privacy, or wish to make a complaint about the way in which we have handled your personal information, please contact the Riding for the Disabled Association (NSW) – Ryde Centre (RDA - Ryde). We reserve the right, at our discretion, to modify or remove portions of this Privacy Statement at any time. This Internet Privacy Statement is in addition to any other terms and conditions applicable to the web site. We do not make any representations about third party web sites that may be linked to the web site.

For more information about privacy issues in Australia and protecting your privacy, visit the Australian Federal Privacy Commissioner's web site. <http://www.privacy.gov.au/>