



Ronald McDonald House Collection Notice

Ronald McDonald House Collection Notice

RMHC Australia Trust and Ronald McDonald House Chapters in Australia (collectively referred to as **Ronald McDonald House, we, our or us**) collect your personal information for a range of purposes to help us deliver our programs and services which support families with children who are ill and injured. Respecting your privacy is important to us. More information about privacy at Ronald McDonald House can be found in our Privacy Policy, available on our website www.ronaldmcdonaldhouse.org.au.

Types of personal information we collect

Depending on the nature of your interaction with us, we may collect the following types of personal information from or about you:

- contact and identification information
- health or medical information (in so far as it relates to providing services or support)
- information related to your engagement with our program or services
- donation and payment details
- volunteer or employment information
- health or medical information (where required to provide services or support)
- information related to your engagement with our program or services
- device information and IP addresses (when you interact with us online)
- donation and details about the mode of payment used, noting that we do not store credit card details
- any other information you provide voluntarily

Please note that in some circumstances, we may be unable to provide services or accept your support or contributions without certain information. We will work to discuss this with you, should this occur.

Circumstances of collection

We collect personal information through a variety of channels, including:

- directly from you when you engage with our services, volunteer, support, donate or participate in our programs
- from hospitals, referring organisations or family members where appropriate, relevant and permitted
- from Ronald McDonald House Chapters across Australia
- from trusted third-party service providers who assist us with fundraising, communications and operations
- from publicly available sources or as otherwise permitted or required by law

Purpose of collection

The purpose for which we collect, hold, use, or disclose your personal information will vary depending on your interaction with us. For example, we may collect your personal information to:

- support you to access a Ronald McDonald House Program or service
- Accept and acknowledge your support, donation, staff or volunteer contribution
- Improve and evaluate our services and operations
- Send you relevant updates and communications, from which you can unsubscribe if you wish
- Comply with legal obligations or reporting requirements
- Improve and evaluate our services and operations

The primary reasons for collection are outlined in more detail in our Privacy Policy.

Third parties' disclosure of your personal information and likely cross-board disclosures

We may disclose your personal information to third parties as set out in our Privacy Policy. These may include trusted service providers who help us deliver our programs, facilitate donor management or support our operations. Through these disclosures, your personal information may also be disclosed to external parties located outside Australia – for example, cloud service providers where necessary to support our charitable work.

Accessing or correcting your personal information

If you wish to access or make any changes to the personal information we hold about you, please contact us using the details below. We may need to verify your identity before processing your request to ensure your personal information is appropriately protected.

Who we are and how to contact us

If you wish to raise any questions or concerns about this collection notice, how Ronald McDonald House handles your personal information, or our response to the Notifiable Data Breaches Scheme please contact us at:

Privacy Officer contact details:

Ronald McDonald House Australia

21-29 Central Ave, Thornleigh NSW 2120

Email: privacy@ronaldmcdonaldhouse.org.au

Phone: 1300 307 642

Ronald McDonald House ACT & South East NSW PO BOX 635 Mawson ACT 2607 Email: Eoghan.OByrne@ronaldmcdonaldhouse.org.au	Ronald McDonald House Central West NSW 1502 Forest Road, Park Drive Bloomfield Campus Orange NSW 2800	Ronald McDonald House Greater Western Sydney 1 Labyrinth Way, Westmead, NSW, 2145
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<p>Phone: (02) 6281 5894</p>	<p>Email: admin@ronaldmcdonaldhouse.org.au</p> <p>Phone: (02) 6363 1960</p>	<p>Email: Nicola.Fynes-ronaldmcdonaldhouse.org.au</p> <p>Phone: (02) 9806 7111</p>
<p>Ronald McDonald House North Australia</p> <p>100 Angus Smith Drive, Douglas, QLD, 4814</p> <p>Email: reception.na@ronaldmcdonaldhouse.org.au</p> <p>Phone: (07) 4775 5600</p>	<p>Ronald McDonald House Northern NSW</p> <p>Lookout Road, New Lambton Heights, NSW, 2305</p> <p>Email: newinfo.nnsw@ronaldmcdonaldhouse.org.au</p> <p>Phone: (02) 4921 4733</p>	<p>Ronald McDonald House South & Central Australia</p> <p>271 Melbourne Street, North Adelaide, SA, 5006</p> <p>Email: admin.adelaide@ronaldmcdonaldhouse.org.au</p> <p>Phone: (08) 8267 6922</p>
<p>Ronald McDonald House South East Queensland</p> <p>283 Vulture Street, South Brisbane, QLD, 4101</p> <p>Email: privacy.seq@ronaldmcdonaldhouse.org.au</p> <p>Phone: (07) 3845 1600</p>	<p>Ronald McDonald House South West NSW</p> <p>300 Edward St, Wagga Wagga, NSW, 2650,</p> <p>Email: lisa.simpson@ronaldmcdonaldhouse.org.au</p> <p>Phone: (02) 6925 0122</p>	<p>Ronald McDonald House Sydney</p> <p>149 – 151 Barker Street, Randwick, NSW, 2031</p> <p>Email: Privacy.sydney@ronaldmcdonaldhouse.org.au</p> <p>Phone: (02) 9382 1622</p>
<p>Ronald McDonald House Vic & Tas</p> <p>22-24 Gatehouse St, Parkville, VIC, 3052</p> <p>Email: reception.parkville@ronaldmcdonaldhouse.org.au</p> <p>Phone: (03) 9966 8400</p>	<p>Ronald McDonald House Western Australia</p> <p>21 Monash Ave, Nedlands, WA, 6009</p> <p>Email: Privacy.wa@ronaldmcdonaldhouse.org.au</p> <p>Phone: (08) 9346 9000</p>	

If you are dissatisfied with our response, you may contact:

Office of the Australian Information Commissioner

Website: www.oaic.gov.au

Phone: 1300 363 992

Policy Approval & Version History

Complete the approval and review information below before publication.

Version	Description of Changes	Approved By	Effective Date	Next Review
V1.0	Creation of Privacy statement	MLG	July 2021	July 2023
V2.0	Revised Privacy Policy	MLG	March 2026	March 2028