

The Jafa Privacy Policy

The Juvenile Arthritis Foundation Australia (Jafa) is a registered charity, established in late 2019 in response to the urgent need for a national voice dedicated exclusively to representing and addressing the needs of children and young people with *juvenile arthritis and childhood rheumatic diseases* (hereafter referred to collectively as juvenile arthritis) and their families and carers. **Jafa** engages in advocacy and fundraising to ensure early diagnosis, reduced disability, best practice care and support for all who need it no matter where they live, research for prevention and ultimately a cure.

This privacy policy will help you understand how Jafa collects, handles, and safeguards your personal information.

A part of what we do requires the collection of personal information, and in doing so we are committed to protecting your privacy. We may amend this Privacy Policy at any time and for any reason. The updated version will be available here and will apply whether we have given you specific notice of any change.

Our website address is: <https://www.jafa.org.au>.

The information contained in this website is for general reference purposes and is intended to be used as a guide only. The content on this website is not intended as an authoritative medical source, as a substitute for professional medical advice or to be used as a medical diagnosis or treatment of any medical condition. Any content on this site should not be relied on for such purpose. The advice of a registered medical practitioner should be sought when dealing with specific circumstances or situations.

What personal information do we collect?

Jafa collects personal information about our community, supporters, donors, and other individuals connected to Jafa. The kinds of information we collect may vary depending on our interaction with you and may include your name, address, telephone numbers, date of birth, email address, bank, and credit card details. The personal information we collect may also include storytelling content, that is personal information that captures a person's lived experiences, images or photographs, video or audio recordings and contributor information provided by a person who actively shares storytelling content with Jafa. Some information we collect is 'sensitive information'. Sensitive information which we may collect could include information such as whether you or a person to whom you are related has juvenile arthritis.

How we collect your information

We collect most information directly from you. We may collect information through (i) your communication with us, including via telephone, email, in writing or face-to-face (ii) social media (iii) through your use of our website, including where you make a donation, want to be part of the Jafa community, register to become a volunteer (iv) through your participation in marketing or fundraising campaigns (v) applications for employment and (vi) from third parties, including nominated referees during job applications.

What do we use your information for?

The main purpose for collecting your personal information is to enable us to provide our services. We may use and disclose your personal information for this and other purposes, including (i) conducting our business; (ii) employing staff and volunteers; (iii) facilitating donations and providing charitable support to juvenile arthritis and childhood rheumatic diseases research; (iv) marketing, improving, supporting, and enhancing our programs, services, and goods; (v) communicating with you and (vi) meeting our legal obligations.

Jafa may use this information to process your donation or order and to contact you in the future, including to inform you about information updates, promotions, or activities which we think you may be interested in. Jafa may disclose your personal information to organisations or individuals who assist us in supplying our

services or who perform functions on our behalf. Jafa will only disclose sensitive information where you have consented to that disclosure.

Direct Marketing

We may use and disclose your personal information to send direct marketing to you. The direct marketing may relate to our services and events, those of arthritis organisations or new developments we believe may be of interest to you. You may opt out of receiving direct marketing through the unsubscribe function that will be made available to you with each direct marketing communication.

Website

We use technology such as cookies to gather personal information. We do this to ensure our online resources are easier to use and to understand the needs of our users better.

The information we gather allows us to track traffic and engagement. We use the Google Analytics service to gather this information. We also use links in our emails to track open and click-through rates. This helps us learn and improve the quality of our services, programs, and resources.

By using our website and viewing our emails, you are consenting to this information being gathered by Google Analytics. It is important to note that this information does not identify individual users. If you do not wish to receive cookies, you can go to the settings section of your browser and set this to not receive cookies.

Google Analytics collects information anonymously. It reports website trends without identifying individual visitors. **You can opt out of Google Analytics without affecting how you visit our site** – for more information on opting out of being tracked by Google Analytics across all websites you use, visit this [Google page](#).

Who do we disclose your personal information to?

We may disclose your personal information to other companies or individuals who assist us in supplying our programs, services, or goods or who perform functions on our behalf, such as credit card processors and mailing houses; where required or authorised by law to do so; and to anyone whom you authorise us to disclose it.

From time to time, we may compile statistical data from the personal information we have collected for disclosure to third parties including to government. In these instances, the data will be aggregated and de-identified before it is disclosed to third parties.

Security, Access, and Correction

We will take such steps as are reasonable in the circumstances to protect your information from risks such as misuse, interference, and loss, and from unauthorised access, modification, or disclosure. We will take reasonable steps to destroy or de-identify your personal information where we no longer require it.

Wherever possible, Jafa will generally permit you to access or seek correction of the personal information that we hold about you. If you would like to request access to or seek correction of any information, we hold about you, please contact us at the link below.

Enquiries and Feedback

Jafa welcomes feedback on this policy which may be provided by emailing us at info@jafa.org.au