

Eastern Health Foundation

Privacy Statement – website information

The **Eastern Health Foundation** takes your privacy seriously.

Personal information of supporters is collected to process donations, issue tax receipts and to send you updates regarding achievements in health outcomes at Eastern Health. For these purposes, your information may be shared with trusted third parties and our service providers, such as mailing houses and telemarketing bureaus in Australia. Failure to provide personal information may result in Eastern Health Foundation being unable to provide you with information that may be of interest to you, such as the latest developments in health care and on the activities of the Eastern Health Foundation.

How can you access and correct your personal information

You can access and correct your personal information in the following ways; via mail Director, Eastern Health Foundation, Level 4, 5 Arnold Street, Box Hill Vic 3128, by visiting the Eastern Health Foundation at the same address during normal business hours (Monday to Friday 9.00am to 5.00pm), via email at fundraising@easternhealth.org.au and by telephone (03) 9895 4608.

If you have a complaint regarding your personal information

You can lodge a complaint regarding the handling of your personal information in the following ways; via mail Director, Eastern Health Foundation, Level 4 5 Arnold Street, Box Hill Vic 3128, by visiting the Eastern Health Foundation at the same address during normal business hours (Monday to Friday 9.00am to 5.00pm), via email at fundraising@easternhealth.org.au and by telephone (03) 9895 4608.

We undertake to manage complaints in the following manner;

- All complaints will be acknowledged in writing
- All complainants will be treated with respect, courtesy and confidentially
- Outcomes of complaints will be sent to complainants in writing
- We will endeavour to provide a response to all complainants within 10 working days