
Table of Contents

1. What this Policy is About	1
2. Important Points	2
3. What Information we Collect	2
4. How we Collect Information	2
5. How we Use Your Information	3
6. Sharing Your Information.....	3
7. Sharing Your Stroke Story	3
8. Keeping Your Information Safe.....	4
9. Your Rights	4
10. Questions or Complaints	5
11. Changes to this Policy	5
12. Getting Help	5

1. What this Policy is About

Stroke Foundation wants to keep your personal information safe and private.

This policy tells you:

- How we collect your information
- How we store your information
- How we use your information
- Who we might share it with

We want you to understand how we protect your privacy.

2. Important Points

- **We respect your privacy** - We follow the law to keep your information safe.
- **We only collect what we need** - We only ask for information that helps us do our work.
- **You can say no** - You can choose not to get our emails or letters. You can ask us to stop using your information.
- **We use information fairly** - We only use your information for the reason you gave it to us.
- **We keep data in Australia** - We keep your information in Australia. Sometimes we may store it in other countries, like on Facebook. This does not happen often. We keep your information in Australia. Sometimes we may store it in other countries, like on Facebook. This does not happen often.

3. What Information we Collect

We collect your personal information with your permission. This includes:

- Your name and address
- Your phone number and email
- Photos or videos of you
- Your stroke story or experience
- Health information

4. How we Collect Information

We get information about you when you:

- Fill out forms
- Visit our website
- Come to our events
- Call or email us
- Share your stroke story

Website cookies: Our website uses small files called cookies to work better. You can turn these off in your web browser if you want.

5. How we Use Your Information

5.1. We use your information to:

- Send you helpful information about stroke
- Improve our services

5.2. Share stroke stories, only with your permission

- Contact you about events or fundraising
- Follow the law

6. Sharing Your Information

We might share your information with:

- Other organisations that help us (like website companies)
- Our lawyers or accountants
- Government agencies (if required by law)

We will not share your information unless:

- You say it's okay
- The law says we must
- Someone's safety is at risk

7. Sharing Your Stroke Story

If you want to share your stroke story:

- We will ask for your written permission first
- We will show you what we plan to share before we publish it
- You can change your mind any time
- You can ask us to stop using your story

Types of stories we might share include:

- Written stories
- Photos
- Audio recordings
- Videos

We might share your story:

- On our website
- On social media (like Facebook and Instagram)
- In Newsletters
- In newspapers or TV

8. Keeping Your Information Safe

We protect your information by:

- Using secure computer systems
- Training our staff properly
- Only keeping information as long as we need it
- Deleting old information safely

If something goes wrong: We will tell you if someone gets access to your information when they shouldn't.

9. Your Rights

You can:

- Ask to see what information we have about you
- Ask us to fix wrong information
- Ask us to delete your information
- Stop getting our emails or letters
- Make a complaint if you're not happy

How to contact us:

- Phone: 03 9670 1000
- Email: digital@strokefoundation.org.au

We will respond to your request within 14 days for simple requests, or 30 days for complex requests.

10. Questions or Complaints

If you have questions or complaints about this policy:

- Visit our website contact page - [Contact us | Stroke Foundation - Australia](#)
- Call us on 03 9670 1000
- Email: digital@strokefoundation.org.au

11. Changes to this Policy

Sometimes we might change this policy. We will put the new version on our website at: [Privacy policy | Stroke Foundation - Australia](#).

12. Getting Help

If you need help understanding this policy:

- Ask a family member or friend to help
- Call us and we will explain it to you
- Use an interpreter service:
 1. Call 131 450
 2. Say what language you need
 3. Give them our phone number: 03 9670 1000

If you feel upset after sharing your stroke story:

- Talk to someone you trust
- Call StrokeLine: 1800 787 653 (Monday to Friday, 9am to 5pm)
- Talk to your doctor
- Call Lifeline: 13 11 44 (24 hours a day, 7 days a week)