

MAD Foundation Privacy Policy

Effective: 1 June 2026

We are committed to protecting your privacy and managing personal information responsibly, in line with the principles set out in the Privacy Act 1988 (Cth).

This Policy explains what information we collect, how we use it, who we may share it with, and how you can contact us about your privacy.

1. What Personal Information We Collect

The information we collect depends on your relationship with MAD. It may include:

- Contact information such as name, address, phone number and email
- Beneficiary application information, including medical details, disability support needs, hardship circumstances and supporting material from healthcare professionals
- Donation and sponsorship information, including payment details and communication history
- Volunteer and supporter information, such as role details and availability
- Event-related information, such as photographs or recordings taken at MAD events
- Basic website and digital information, such as IP address and browser type

We collect sensitive information (such as health or hardship information) with consent, or where it is provided to us by a healthcare professional, referrer or other representative who has authority to share it, or where collection is otherwise permitted by law.

2. How We Collect Personal Information

We collect personal information:

- directly from you when you interact with us
- through beneficiary applications and communications from healthcare professionals
- from suppliers involved in delivering equipment or services funded by MAD
- via our website, online forms, and digital systems
- from publicly available sources where appropriate

3. How We Use Personal Information

We use personal information to:

- assess eligibility for assistance
- communicate with beneficiaries, donors, sponsors, and volunteers
- coordinate the supply of equipment, services and support
- manage events, fundraising activities and community engagement
- process donations and issue receipts

- meet governance, reporting and legal obligations
- improve our programs and understand the needs of our community

We may also publish beneficiary stories, photographs and testimonials on our website, in our annual report, or in other communications, but only where the individual or their guardian has provided consent. Consent can be withdrawn at any time.

MAD does not routinely use artificial intelligence (AI) tools to process personal information. From time to time, and only where appropriate, we may use reputable AI tools to assist with administrative or analytical tasks (for example, to help draft documents or prepare anonymised case summaries). We do not include identifiable beneficiary information in AI tools unless we have consent or it is otherwise permitted by law. Some AI service providers store information overseas.

We do not sell or trade personal information.

4. When We Share Personal Information

We may share personal information with:

- healthcare professionals assisting with beneficiary applications
- equipment suppliers, contractors and service providers
- volunteers and Board members where access is necessary for their duties
- accountants, auditors, legal advisers and payment processors
- government agencies where required by law
- technology providers who host or support our secure systems

Some third-party service providers may store information on servers located outside Australia.

5. Storage and Security

We take reasonable steps to keep personal information secure and to prevent unauthorised access, loss or misuse. Information may be stored in protected digital systems or secure physical files. We retain information only for as long as needed for our operations or legal obligations.

6. Access and Correction

You may request access to the personal information we hold about you or ask us to correct information that is inaccurate or incomplete. We may need to verify your identity before responding.

7. Complaints



If you have concerns about how we have handled your personal information, please contact us. We will respond within a reasonable timeframe. If you are not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC).

8. Contact Us

MAD Foundation

Email: admin@madfoundation.com.au

Address: 4 Paget Street, Hughesdale VIC 3166

Website: madfoundation.com.au

9. Updates to This Policy

We may update this Privacy Policy from time to time. The current version will always be available on our website.