

Privacy Policy

1 About this Privacy Policy

At Perinatal Mental Health Australia Limited (ABN 31 683 210 120) (**PMHA, we, our, us**), we value and respect your privacy and take the protection of your personal information seriously.

This Privacy Policy explains how we collect, use, disclose, store and handle your personal information from time to time, including in connection with our activities and our website available at www.pmha.org.au (the **Website**).

“Personal information” refers to information or an opinion about an identified individual, or an individual who is reasonably identifiable. For example, this may include your name and contact details.

In this Privacy Policy, we describe the ways in which we typically handle personal information in the ordinary course of our business.

2 What personal information do we collect?

The types of personal information we collect and hold will depend on how and why you engage with us, and may include the following:

- If you are a member or personnel of one of our member organisations, we will generally collect your name and contact details, such as your email address, address and phone number (if provided), and any other information that you provide to us.
- If you contact us or communicate with us, we will generally collect your name and contact details, such as your email address and phone number (if provided), and any other information that you provide to us.
- If you are a service provider, we may collect your name, job title and contact details, such as your email address, address and phone number (if provided), business name and ABN, financial and billing information, and any other information that you provide to us.
- If you are a **newsletter subscriber, someone who interacts with us on social media, job applicant, donor or sponsor**, we **may** collect your name, contact details, including telephone, email and mailing address, financial and billing information, and any other information you provide to us.

Our Website may use cookies and analytics tools to collect data about **how visitors to our Website use our Website**. Generally, the data collected by cookies does not identify you. For more information about cookies, see our Website Terms of Use.

3 How do we collect personal information?

We generally collect personal information directly from you in the course of your dealings with us, such as when you:

- register to become a PMHA member;
- communicate with us, such as by email or in person; and
- **subscribe to our newsletter or other activities**

In some circumstances, we may collect personal information about you from publicly available sources or third parties. This may occur in the following circumstances:

4 How do we use your personal information?

We generally use your personal information for the primary purpose for which we collected it. This may be to:

- support or engage with your member organisation;

- involve you or your member organisation in research, programs, events or other activities organised by PMHA [and (if you have consented) other organisations associated with PMHA];
- respond to your enquiries or requests;
- In the ordinary course of our business, we may also use it for the following additional purposes, depending on the circumstances:
- for internal administrative purposes, including record keeping, reporting, accounting, insurance, audit and training;
- education, training and research using de-identified information wherever possible
- complying with our legal and regulatory obligations;
- protecting our lawful interests;
- managing health and safety;
- responding to and investigating incidents and complaints;
- otherwise, where permitted or required by law; and

We may use your personal information, including your contact details, to provide you with information we think will interest you about our [programs, initiatives, volunteering opportunities, publications and services], where we have your express or inferred consent. This may include **marketing, such as newsletters and emails**.

You may opt out at any time if you no longer wish to receive marketing information or do not wish to receive marketing information through a particular channel. You can make this request by following the unsubscribe option in a marketing message, or by contacting us (contact details are below).

5 When might we disclose your personal information?

We may disclose your personal information to third parties where this disclosure is the primary purpose for which we collected it.

In the ordinary course of our business, depending on the circumstances, we may disclose your information in the following additional circumstances:

- our service providers, such as IT, **website, marketing and advertising service providers**;
- [your member organisation and other contacts or representatives from your member organisation;]
- [other member organisations (if you have consented to this);]
- our professional advisors, such as accountants, lawyers and auditors;
- legal or regulatory authorities, where authorised or required by law;
- otherwise, where permitted or required by law.

6 How do we hold your personal information?

We hold personal information in physical and electronic forms.

We implement a number of physical, administrative, personnel and technical measures, such as [access controls, encryption and secure premises], to protect and safeguard your personal information that we hold from misuse, interference and loss, and unauthorised access, disclosure or modification.

7 How can you contact us?

If you have any questions, comments or concerns regarding this Privacy Policy or your personal information, please contact us: enquiries@pmha.org.au

8 Updates to this Privacy Policy

This Privacy Policy was last updated in September 2026

We may update this Privacy Policy from time to time to ensure that it is up to date and accurate, and to reflect any changes to the law or our operations. The updated version will be published on our Website.