Bone Marrow Cancer Trust Website Privacy Policy

Introduction

Bone Marrow Cancer Trust (BMCT) is committed to protecting your privacy and handling personal information in accordance with the Privacy Act 2020.

This Privacy Policy explains what information we collect, how we use it, who we may share it with and your rights to access and correct your personal information.

Information We Collect

We may collect personal information that you voluntarily provide to us, including:

- name
- postal address
- email address
- telephone number
- donation details and history
- communication preferences
- event registration information
- information provided through website forms, enquiries, surveys, or feedback.

In some circumstances, we may collect health-related information where this is necessary to provide accommodation, support services, referrals or respond to enquiries. We take additional care when handling health information and only collect information that is reasonably necessary for these purposes.

When you visit our website, we may also collect technical information such as your IP address, browser type, pages viewed, referral source and cookie information.

How We Use Information

We use personal information to:

- process donations and issue receipts
- provide services and support
- respond to enquiries
- acknowledge and thank donors
- communicate with supporters about BMCT, Bone Marrow Cancer Research Trust, and Rānui House and Apartments
- administer events and fundraising activities
- improve our website and services
- meet legal, regulatory, financial, and audit obligations.

You are not required to provide personal information to us. However, if you choose not to provide information requested, we may be unable to process donations, provide services, respond to enquiries or fulfil your request.

Marketing Communications

We may communicate with supporters by email, newsletters, mail, fundraising appeals and other relevant updates.

You may opt out at any time by using the unsubscribe link in our emails or by contacting us directly.

We may still send administrative communications relating to donations, receipts, bookings or services.

Donations and Payment Processing

Online donations may be processed through secure third-party providers, including Raisely and Stripe.

BMCT does not store complete payment card details on its systems.
Donation and financial records may be retained for at least seven years to meet legal, taxation, financial reporting and audit requirements.

Sharing Information

BMCT does not sell, rent or trade personal information.

We may share information with trusted service providers who help us operate our organisation, including:

- Microsoft 365
- Xero
- Mailchimp
- Raisely
- Stripe
- website, technology and professional service providers.

Some information may be stored or processed outside New Zealand. Where this occurs, BMCT takes reasonable steps to ensure appropriate privacy safeguards are maintained in accordance with the Privacy Act 2020.

Cookies and Analytics

Our website uses cookies and analytics tools to understand website usage, improve functionality and enhance visitor experience.

You may disable cookies through your browser settings, although some website features may not function correctly.

Security and Privacy Breaches

BMCT takes reasonable steps to protect personal information from unauthorised access, loss, misuse, alteration, or disclosure.

If a privacy breach occurs that is likely to cause serious harm, BMCT will respond in accordance with its privacy breach procedures and the Privacy Act 2020.

Your Rights

You have the right to request access to, and correction of, the personal information we hold about you.

Privacy enquiries, access requests, and correction requests should be directed to our Privacy Officer using the contact details below.

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner at www.privacy.org.nz.

External Websites

Our website may contain links to third-party websites. BMCT is not responsible for the privacy practices or content of those websites and we encourage you to review their privacy policies before providing personal information.

Changes to this Policy

BMCT may update this Privacy Policy from time to time. Any changes will be published on our website and take effect from the date of publication.

Contact Us

Privacy Officer

Bone Marrow Cancer Trust
PO Box 1833, Christchurch 8140
Phone: 03 377 2515
Email: hello@bmct.org.nz
Website: www.bmct.org.nz

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Manager responsible for policy:	Philanthropy & Partnerships Manager