

DONOR, VOLUNTEER AND SPONSOR PRIVACY POLICY

This policy refers to interactions on our website, and all interactions with the Entity.

Introduction

For every supporter, donor, volunteer, and sponsor, your significance to us is paramount. The Charity has consistently upheld a dedication to accountability and transparency.

We have always honoured and preserved your privacy and confidentiality. Our commitment to the highest standards persists as we adhere to the Privacy Act 1988 and the Australian Privacy Principles. A copy of the Australian Privacy Principles is available at the Office of the Australian Information Commissioner, along with pertinent child welfare legislation involving the Ombudsman, Children's Advocate, and Commissioner.

Privacy Policy and Statement

The charity will persist in maintaining the highest standards as we safeguard your privacy rights under the Privacy Act 1988. We will make every effort to handle your personal information in accordance with our Privacy Policy and the Australian Privacy Principles.

Our determination to ensuring the security of confidentiality remains unwavering, and we aspire to apply best practices to guarantee the protection and respect of privacy. Privacy management is an ongoing and evolving process, with regular updates to our practices to accommodate changes in technology, the organisation's function, and legislation.

This privacy statement provides a concise overview of how we collect, use, store, and disclose personal information about the Entity's Donors and Supporters in our communications.

Donors and Sponsors

Without the support of our donors and advocates, our ability to care for children and families in need would be compromised. We recognise that choosing to support an organisation is a deeply personal decision, and we appreciate the trust you place in us through your interactions. Preserving that trust is of utmost importance to us. Our staff and members are engaged, or appointed, with the understanding that they will safeguard your information. This commitment is a personal standard we uphold.

In accordance with the law, your privacy rights are also safeguarded. The Privacy Act and general legal provisions impose stringent requirements on us to treat any information you provide as

confidential. We insist that every organisation collaborating with us upholds our responsibilities under the Privacy Act. This ensures the confidentiality of your personal information, guaranteeing its appropriate use and storage.

What Information is Collected?

We gather personal information provided by you for a specified purpose. This may encompass, but is not limited to, details like name, address, telephone numbers, date of birth, email address, and bank/credit card information.

How Do We Collect Your Personal Information?

Where feasible, the Entity will directly collect personal information from you. This may occur through various means, such as donations, gift certificates, online transactions, merchandise purchases, or participation in events or campaigns.

We also acquire personal information from third parties, including contractors (including fundraising service providers) and list vendors. If personal information about an individual is obtained from a third party, and it is unclear whether the individual has given consent for the disclosure of their personal information to the Entity, reasonable efforts should be made to contact the individual and ensure they are aware of the collection. In most instances, this can be done concurrently with the initial use of the information by the Foundation.

Why Do We Collect Your Personal Information?

We may collect your personal information for several purposes, including:

- **Marketing:** to communicate with you about donations, products, services, campaigns, and events.
- **Research:** to conduct and/or fund research into our programs and services or research into supporter attitudes.
- **Volunteering and Other Support:** to enable you to assist us with volunteering, community fundraising, advocacy, and other activities where we seek the community's assistance.
- **Other Issues:** communicating with you in relation to our operations, activities, and objectives, to verify your identity, to improve and evaluate our programs and services and to comply with relevant laws.

Wherever practicable, we will provide you with a collection notice which explains the primary purpose for which we are collecting your personal information.

What Happens If You Do Not Provide This Information?

You are free to provide (or not provide) any information you choose. However, if you do not provide some or all of the personal information requested, we may not be able to offer you services or provide you with information about our causes, events, programs and projects.

Who Do We Disclose Your Personal Information To?

We'll never sell your personal information to anyone, or discuss our donor's donation amounts, financials, or personal information about them, or share any information with other charities or ANY third parties without express permission given in writing by the donor, volunteer or supporter.

Our donors, supporters and volunteers have the right to donate or support us and remain completely anonymous. Refusal to share or sell third party information includes any third-party service providers who facilitate the sharing of information between such types of charitable or like-minded organisations (including data collectives).

However, the need to disclose your personal information to enable us to carry out some of our services includes and is limited to:

- Contractors and service providers: who perform services on our behalf, such as mailing houses, printers, information technology services providers (including onshore cloud computing service providers), data matching and data washing service providers, database contractors and telemarketing agencies.
- Wherever practicable, we will provide you with a collection notice which explains the circumstances in which we might disclose your personal information.

Opting Out or Modifying Your Information

The Charity only retains necessary information to effectively carry out its services. Our commitment is to maintain accurate, complete, and up-to-date information about you.

If your personal information is utilised for sending marketing and promotional material via post, email, or telephone, we provide you with the option to opt out of such communications. If you choose not to opt out, we assume your implied consent to receive similar information in the future. Our opt-out notices are transparent and easily accessible.

We value your privacy and ensure the security of your personal information. We neither sell nor share it with other charities, using it solely for communication and fundraising for the Foundation. To update or modify your information, or to adjust the frequency or type of direct marketing communications, please contact us.

Where Is Your Personal Information Stored?

Your personal information is securely stored in a password-protected electronic database. Backups are kept with a third-party provider of secure archiving services.

Hard copy information is typically stored in secure offices. For specific purposes, it may be temporarily held by a third party, such as a mailing house. Unused personal information is archived, usually for seven years, with a secure archiving services provider.

When personal information is stored with a third party, we have agreements ensuring their commitment to information security. While we take reasonable steps to protect privacy and security, we are not liable for unauthorized access or use of the information.

Your personal information remains on the database unless you request removal or until it is de-identified or destroyed in compliance with privacy laws.

We adhere to Payment Card Industry standards for handling credit card transactions.

Credit Card Security Online

The Foundation utilises Secure Socket Layer (SSL) certificates, the industry standard for secure online transactions. This encrypts personal information, preventing third-party viewing during data transmission over the Internet.

Visiting Our Website

When individuals access the website, the organisation may use software embedded in our website (such as JavaScript) and may place small data files (or cookies) on the individual's computer or other device.

The purpose of these cookies is to collect information about which pages they view and how they reach them, what they do when they visit a page, the length of time they remain on the page, and how we perform in providing content to them. This also helps us to serve the individual more efficiently if they revisit the site.

We do not presently associate such information with an identifiable person, and as such, the information so collected is not personal information.

Access

Whilst we ensure the security of personal information, individuals have the right to access their data. We aim to provide access upon request, unless restricted by law or under specific circumstances defined by the Australian Privacy Principles.

Availability of Policy

This policy is available upon request and will be periodically reviewed with any amendments incorporated into the updated version.

Concerns/Disputes

We are dedicated to respecting your privacy. If you believe there has been a breach of your privacy rights or wish to discuss any concerns regarding our privacy policy, please contact our Privacy Officer. We aim to address your questions and rectify any errors. If unsatisfied, you have the right to complain to the Privacy Commissioner.

The Privacy Commissioner's contact details are:

Telephone 1300 363 992 (for the cost of a local call anywhere in Australia)

TTY 1800 620 241 (this number is dedicated for the hearing impaired only)

Post GPO Box 5218 Sydney NSW 1042

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