

Australian Refugee Association - Privacy Policy For Donors

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This is the privacy policy of Australian Refugee Association (ARA) pursuant to the Australian Privacy Principles.

1. Introduction to our Privacy Policy

In this Privacy Policy, ARA is referred to as 'we', 'our', or 'us'.

Our obligation to protect your privacy and the confidentiality of any personal information concerning you which we collect from time to time.

We recognise the importance of your privacy and are committed to protecting any personal information that we collect about you.

The purpose of this Privacy Policy is to explain how we will manage and protect your personal information. This policy also contains advice concerning how you may access that information in order to ensure that it is correct in addition to how you can make a complaint if you are concerned about how we have dealt with your information.

We are bound by the Privacy Act 1988 of the Commonwealth of Australia (**Act**) as amended and in particular the Australian Privacy Principles which are established by that Act.

We collect personal information about you so that we can better carry out our duties and obligations to you.

We will only collect and use any personal information from you if the information is reasonably necessary for, or directly related to, one or more of our services or activities.

This policy sets out:

- The kinds of personal information concerning you that we collect and hold.
- How we collect and hold your personal information.
- The purpose for which we collect, hold, use or disclose your personal information.
- How you may access your personal information and seek the correction of such information.
- How you may complain about a breach of the Australian Privacy Principles and how we will deal with any such complaint.

This privacy policy also applies to any information we may collect from third parties that relates to you.

We will not collect, use, or disclose, any personal information concerning you unless we need that information in order to carry out our services from time to time and we have your consent to do so, or we are legally required to do so.

2. Collecting your Personal Information

During the course of our dealings with you we intend collecting and holding the following kinds of personal information about you.

- Your full name and contact details.
- Financial data for the purpose of processing a payment, such as a credit or debit card information, bank account details and cheques

The kinds of personal information listed above may change from time to time if we consider it appropriate to do so. If that occurs, then this privacy policy will be amended to reflect that change.

If we collect personal information about you from someone other than you, then we shall, as soon as practicable after we collect that personal information, take such steps as are reasonable in the circumstances to notify you that we have collected that personal information and the circumstances of that collection and the purpose for which we collect information.

Your personal information will be collected via telephone, online or face to face from the following sources:

- From you via online or hard copy forms;
- From ARA staff

The sources of personal information listed above may change from time to time if we consider it appropriate to do so. If that occurs, then this privacy policy will be amended to reflect that change.

3. Using your Personal Information

During the course of our dealings with you we intend using your personal information in the following manner:

- To process your donation to ARA
- To disclose to relevant agencies if required for government related reporting or required by financial or legal institutions to process your donation
- To keep in contact with you as a supporter of ARA and update you on future fundraising events / appeals to support our programs and services
- To manage our fundraising, marketing and sponsorship activities
- To fulfill any associated taxation record keeping requirement

We shall only use your personal information that we collect in order to carry out our services and legal obligations from time to time and for no other purpose.

Our use of personal information listed above may change from time to time if we consider it appropriate to do so. If that occurs, then this Privacy Policy will be amended to reflect that change.

4. Disclosing of your personal financial information

Your personal and financial Information will only be disclosed if absolutely necessary to government agencies or financial or legal institutions to assist in the processing of your donation.

5. Your consent

Your personal information will only be disclosed in accordance with the consents approved by you. If your consent is required to disclose any of your personal information to any other recipient not referred to on the Consent Form then your specific consent will be sought in relation to that proposed disclosure.

6. Managing your personal and financial information

Personal information

We shall take all reasonable steps to protect your personal information from any unauthorised use.

In particular, we will protect your personal information from unauthorised access, alteration and/or disclosure by taking all reasonable steps to ensure that your personal information can at all times only be accessed by persons who are properly authorised to have access to your personal information at that time.

Financial information

The ARA website, www.australianrefugee.org, uses a secure server, 'GiveEasy', to collect donor information and process payments online. This service's security is regularly monitored by the ARA IT department, who also regularly check that the service being used is the most efficient and secure for ARA's purposes.

All financial data shall be stored for the sole purpose of completing an authorised transaction. Once the transaction has been processed, your financial data will be securely destroyed and shall no longer be stored under any circumstance.

7. Accessing your personal information

You may find out what personal information we hold about you by requesting, by any reasonable means, access to that information.

We shall attempt to deal with and finalise any such request by the close of business on the next business day after receiving your request.

There is no financial cost to you for us complying with your request for access to your personal information.

8. Correcting your personal information

You should advise us immediately if you consider that any personal information we hold about you is inaccurate, out of date, misleading or incomplete.

If you consider that any of these things apply, then you should advise us of the basis for that belief so that we can take steps to rectify any defect in the personal information we hold about you as soon as possible.

If you ask us to make a correction to the personal information we hold about you and we agree that your request is justified, then we shall advise you accordingly and provide to you a copy of any such corrected information.

If we consider that your request is not justified, then we shall provide reasons for that belief.

If you consider that any personal information we hold about you is incomplete, inaccurate or no longer up to date, or you wish to have particular information no longer held by us, then you should advise us accordingly.

9. Complaints procedure

You are entitled to complain if you consider that we have breached the Act, the Australian Privacy Principles or this Privacy Policy. At first instance you should contact ARA and provide details of the nature of your complaint and what steps you wish us to take in order to resolve the complaint.

Upon receipt of your complaint an appropriate officer will investigate your complaint and then notify you of the decision concerning your complaint.

If the complaint is not resolved to your satisfaction, then you may make a privacy complaint to the Office of the Australian Information Commissioner (OAIC) online at <https://www.oaic.gov.au/> or by phone on 1300 363 992 in accordance with the relevant provisions of the Act.