



Hope for Children Privacy Policy

Hope for Children (HFC) regards privacy as an important part of our relationship with our supporters. This Privacy Policy describes the personal information collected by HFC, including why we hold personal information, how we protect it, and the choices you can make about your personal information.

HFC endorses the Australian Privacy Principles contained in the Privacy Act 1988, and is guided by the Code of Ethics and Professional Conduct of the Fundraising Institute of Australia. By using this website, you acknowledge that you have read and accept this Privacy Policy. Please note that this Privacy Policy describes how HFC fulfils its obligations under the Privacy Act 1988; it does not extend HFC's obligations or your rights beyond those defined in that legislation. Should there be any inconsistency between this policy and the Privacy Act 1988, this policy shall be interpreted to give effect to and comply with that legislation. Examples given in this policy are illustrative and are not intended to be limiting; for example the word 'including' should not be interpreted to mean 'including only'.

Collection of Information

In order to use this website we may require information from you in order to provide the best service possible. We collect personal information only through fair and lawful means and wherever possible we collect this directly from you. Personal information we commonly collect includes;

- Personal details such as name and date of birth
- Contact details
- Payment information for donations
- Online activity
- Correspondence, particularly in regards to donations, sponsorship, sale, support and accounts.

HFC collects sensitive information with the individual's consent and only when it relates to the activities of HFC or our partner organisations. 'Sensitive information' means personal information that could identify you along with additional information such as your health situation, ethnic origin, religious beliefs or sexual orientation (for a full list of what constitutes sensitive information under the Privacy Act 1988 visit comlaw.gov.au).

At times we also collect non-personal information about website views to help improve the site. We use Google Analytics to track visits to our website, and use this information to track the effectiveness of our website including visits, length of visit, viewed pages and the referral sites. This data is completely anonymous. For more information on our analytics tools, read Google's Privacy Policy at <http://www.google.com.au/policies/privacy/>.

Individuals who contact us have the option of using a pseudonym or requesting anonymity, with the exception of donors who wish to receive tax receipts, from whom we need to obtain limited personal information in order to issue acknowledgement of contributions for tax purposes. We will always practice donor confidentiality and will only publicly identify you as a donor with your advance knowledge and permission.

Information Storage



The security of your personal information is important to us. We keep most of your personal information secure in our electronic supporter database. Physical copies of your information, such as donation forms, are kept securely and destroyed if not needed. Staff and volunteers are required to sign our privacy and confidentiality policies and police checks are conducted for sensitive roles.

When Credit Card details are collected from our website, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

How we use personal information

We collect personal information only when necessary to fulfil your objectives or expectations of HFC. For example, we collect information to meet our obligation to you to provide a receipt for each tax-deductible donation, to keep you informed of our work and to strengthen our organisation through fundraising. We use your personal information only for reasons consistent with the reasons you provided it to us, for directly related reasons, to fulfil our own legal obligations, or when you have expressly provided consent for a specific use.

We do not sell or rent your personal information. We do not share personal information with third parties unless a) you give us your express consent, or b) sharing is otherwise permitted or required by law, or c) this is necessary on a temporary basis to enable our contractors to perform specific functions required by HFC. In the last case, we take contractual measures to ensure that our contractors safeguard your personal information as well as we do and that they only keep your personal information for as long as is necessary to fulfil the required function.

Access to Collected Information

You have the right to request access to the personal information we hold about you. This right is subject to exceptions listed in the Privacy Act 1988. Upon your request, and within the parameters of the legislation, HFC will provide you with access to the personal information that we hold about you. To request access to your personal information, please email mail@hopeforchildren.org.au.

If your personal information changes, or if you wish to be removed from any mailing lists, you may correct, update, delete or deactivate your details by contacting us;

By email: mail@hopeforchildren.org.au

By phone: +61 8 6460 4949

By mail: 80 Birdwood Parade, Dalkeith, Western Australia, 6009

Third Parties

Hope for Children may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose. Hope for Children does not share any information with third parties for any unknown or unrelated uses.

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our website.

**Complaints and questions**

HFC is committed to working with you to obtain fair resolution of any concern you may have about privacy. To contact us with a complaint or question about privacy, please email: complaints@hopeforchildren.org.au.

If you've made a complaint, our staff will acknowledge that your complaint has been received, provide you with their contact details and give you an estimate of when they can update you on the status of your complaint.

Printed copies of this policy can be made available. To request that a copy be sent to you in the mail, please call our office on +61 8 6460 4949.