

# Privacy Policy for Supporters

## **Our commitment to your privacy and confidentiality**

Hills Community Aid is committed to protecting the privacy and confidentiality of our supporters. Hills Community Aid supports and is bound by the Australian Privacy Principles under the Privacy Act 1988. This Privacy Policy contains information about how we collect and handle personal information. It also contains information on what to do if you have questions, concerns or complaints.

## **How we collect and use supporter information**

We collect personal information from our supporters that is necessary for our work and helps us engage with you. We use your information to manage your support, process your donation and to respond to your comments and questions. We may also use your information for research purposes, and to keep you up to date with our initiatives that we think may interest you.

The main way we collect personal information about you is when you give it to us, for example, when you complete a donation form or use our services. We may also collect personal information from other sources, for example by obtaining details for potential future supporters from like-minded organisations or other third party suppliers.

At all times it is your choice on how much information you would like to provide in your support of Hills Community Aid, and you can change or access these details at any time. Please be aware though that if you do not provide all the information we request, we may not be able to manage your support, process your donation or respond to your queries. Below are some examples of information that we may collect and hold:

- Personal details, like name and date of birth
- Address and contact details
- Payment information for donations
- Information about any previous interactions you may have had with Hills Community Aid.

## **How we hold supporter information**

Hills Community Aid takes the security and confidentiality of your personal details very seriously. We actively seek to ensure that all personal information we collect is protected from misuse, interference and loss and from unauthorised access, modification or disclosure. This is done through internal data protection and electronic data transmission procedures, and all donations and communications made online via our websites are secure.

## **Disclosure of supporter information**

Personal information is sometimes supplied to, or collected by, contractors who perform tasks on our behalf (for example research agencies, tele-services bureaus and mailing houses that send our appeal letters).

In limited circumstances we may need to disclose information to contractors based in a country other than Australia in order to process the data that we collect. We may disclose certain supporter data to contract partners overseas for administration purposes.

Occasionally we may share your contact details with other charitable organisations who may contact you with information that might be of interest to you. Those organisations allow us to do the same and this way we can reach more people with information about Hills Community Aid.

Where personal information is held that is no longer needed, we will take reasonable steps to ensure the information is destroyed or de-identified.

## **Accessing or correcting your personal information**

We will always endeavour to ensure that the information collected is accurate. You can update or correct the information we have collected or let us know your preferences for how we communicate with you by calling 02 9639 8620 or email [eng@hca.org.au](mailto:eng@hca.org.au).

## **Lodging a query or complaint**

If you have a query or complaint about how we manage your personal information or would like to know more, please call us on 02 9639 8620 or email [eng@hca.org.au](mailto:eng@hca.org.au). If you have made a complaint, Hills Community Aid will acknowledge that your complaint has been received, provide you with our contact details and give you an estimate of when we can provide a response to your complaint.