



## Privacy Statement for Donors and Supporters

*This leaflet provides some general information on how your personal information will be handled at Extended Families.*

### **WHAT PERSONAL INFORMATION DO WE COLLECT ABOUT YOU?**

We only collect information that we require in order to process and acknowledge your donation and support of Extended Families. This is primarily your contact details and what support or donation you have made.

### **WHY DO WE COLLECT YOUR INFORMATION?**

We collect this information in order to provide receipts where relevant, to acknowledge your support and to keep you informed about the organisation and what your generous support is helping us achieve.

### **WHO HAS ACCESS TO YOUR INFORMATION?**

Your information can only be seen by the relevant staff of the organisation. None of your details will be disclosed to a third party except in the event that this is legally required e.g. in the investigation of a criminal offence.

### **WHAT HAPPENS TO YOUR INFORMATION**

We keep your information on a paper and electronic record and take measures to ensure that this is securely stored. We often acknowledge donor and supports on our website and in our annual report. If you wish your donation or support to remain confidential, please inform the CEO. As a donor or supporter, you will automatically receive donor and general newsletters from time to time and invitations to fundraising and special events. If you do not wish to receive this information, please let us know by emailing [info@extendedfamilies.org.au](mailto:info@extendedfamilies.org.au) or phoning (03)93558848.

### **HOW WILL YOUR INFORMATION BE PROTECTED?**

We are committed to protecting the confidentiality of your donor record. The privacy of your information is also protected by law and we comply with the Privacy Principles as outlined in the Privacy and Data Protection Act 2014. We treat your information in the strictest confidence and store it securely. Your credit card details are protected by the high standards of information security employed by PayPal.

### **CAN YOU ACCESS YOUR INFORMATION?**

You have the right to ask for a copy of the details held at Extended Families and to update these. Proof of identity will be required. Please make this request in writing to the CEO of Extended Families Australia at 1/95 Bell St, Coburg, 3058. Please make this request in writing to the CEO of Extended Families Australia at P.O. Box 275, Coburg 3058.

### **ANY OTHER QUESTIONS?**

Please talk to one of our staff or the CEO at Extended Families if you have any other questions or any complaints regarding the handling of your information. Email [ceo@extendedfamilies.org.au](mailto:ceo@extendedfamilies.org.au) or phone (03)93558848.