



## Privacy Policy

Anglican Overseas Aid (AOA) is committed to ensuring the privacy of the information provided to AOA by all supporters and stakeholders.

### Purpose and Scope of the policy

- To ensure that AOA's communication, marketing and fundraising operations and materials uphold the principles of privacy legislation
- To ensure AOA provides accountable and transparent privacy compliance
- This policy applies until such time as AOA ceases to be an exempt small business which need not comply with the *Privacy Act 1998*.

### Application

This Privacy Policy applies to Board members, staff, contractors and volunteers of AOA. The Policy also applies to supporters and prospective supporters visiting AOA programs. From here on, these groups will be collectively referred to in this policy as 'all parties'. This policy does not apply to the legal merger of AOA with another organisations under which common platforms or systems are to be adopted.

### International and National Frameworks

This policy is informed by the following:

- Australian Council for International Development (ACFID) Code of Conduct
- DFAT : Australian NGO Cooperation Program (ANCP) Accreditation Framework
- AOA adheres to the Australian Privacy Principles, established under the Privacy Act 1988 (Cth).

### Guiding Principles

- All parties adhere to the organisation-wide requirements for the protection of privacy
- All information obtained and stored is done so in alignment with the requirements of Australia's privacy legislation

## Implementation

### Holding of Personal Information

- AOA collects and stores only those personal details that are relevant to its work. Personal details are used to process donations and issue receipts. They are also used for regular supporter contact and fundraising purposes. The personal information required may include Supporter reference number, name, date of birth, address, telephone and/or mobile number, email address, church/parish affiliation, bank account or credit card details.
- Personal information is only passed onto trusted third parties during the course of normal business practices, such as bank processing, database storage and maintenance, mailing houses, and from time to time if the Australian Taxation Office or another governmental authority requires us to disclose information as required by law.
- AOA takes all reasonable steps to protect the personal information of its supporters, which may arise from unauthorised access, misuse, loss and disclosure. Only authorised employees, agents, and contractors (who have agreed to keep information secure and confidential) have access to this personal information.
- Mailing lists of supporters or other contacts are never sold, rented or exchanged to third parties. Occasionally, AOA may undertake joint initiatives with Anglican or like-minded organisations which necessitate the use of supporter details through a third party mailing-house.

### Keeping Details Accurate and up-to-date

AOA is committed to keeping details up-to-date after being informed of any change of details.

Supporters have the right to:

- Access their personal information stored by AOA, subject to exceptions allowed by law
- Have their names deleted from mailing lists, including those which AOA may intend to use in joint initiatives
- Be informed about whether those seeking donations are volunteers or paid staff
- Be informed about the causes for which funds are being raised
- Gain information on the application of their donation
- Identify collectors, who will hold documentation confirming their affiliation with AOA.

### Online Presence

- AOA's website(s) and social media sites may contain links to other websites whose operator may or may not be governed by Australian legislation, the Australian Privacy Principles, or adhere to a privacy policy.
- Supporters who engage with AOA through third-party social media platforms, such as Facebook, are subject to that platform's privacy terms and conditions.
- AOA's website(s) may use cookie and tracking technology. These technologies are used to gather information about the page(s) users visit and how they interact with those page(s). They can allow customisation of the page(s) for visitors. They do not collect personal information, but may link to previously supplied personally identifiable.

## Definitions

- The Privacy Act 1988 (Cth) (Privacy Act) is an Australian law which regulates the handling of personal information about individuals.
- Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable<sup>1</sup>.

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<sup>1</sup> Office of the Australian Information Commissioner, Australian Government