

Hamlin Fistula Ethiopia (Australia) Privacy Policy

Protecting your privacy is important to us. Hamlin Fistula Ethiopia (Australia) is committed to using your information responsibly.

This privacy Policy outlines how we collect, handle and safeguard your personal information. It also outlines how you can seek to access and correct your personal information or what to do if you have any questions, concerns or complaints.

1) What kinds of information do we collect?

The kinds of information we collect about you include:

- Personal details (eg your name and date of birth).
- Contact details
- Payment information for donations
- Online activity
- Interests
- The ways that you have supported our work.

We collect most of your personal information directly from you. For example, when you fill out an online form, complete a survey or contact us via email or phone. However, we do collect some information from third parties. When we do, we will take reasonable steps to ensure that we make you aware of the collection of your information in accordance with Australian privacy law.

2) How do we use your personal information?

We use your personal information for the purpose that it was collected for and to provide you with updates on our organisation and the work we support.

We use your information primarily to:

- Communicate with you about our work;
- Process donations;
- Provide goods and services;
- Conduct marketing activities;
- Recruit and manage staff, contractors or volunteers;
- Comply with our legal obligations;
- Enable other activities and functions of the organisation.

3) To whom do we disclose your personal information?

We may disclose your personal information to third parties who assist us in supplying our goods, services and programs or who perform functions on our behalf. We may also disclose your personal information to third parties where required by law and to anyone else whom you authorise us to disclose it to.

We don't rent, sell or exchange your information without your permission.

4) Anonymity

You have the option to not identify yourself or use a pseudonym when dealing with Hamlin Fistula Ethiopia (Australia) in relation to a particular matter. But please be aware that in some situations Hamlin Fistula Ethiopia (Australia) may only be able to assist people that have identified themselves.

For example, donors who wish to receive tax receipts will need to give a limited amount of personal information in order for us to issue acknowledgement of contributions for tax purposes. There may also be circumstances where we can deal only with people who have identified themselves in order to comply with an Australian Law or a court/tribunal mandate.

5) Keeping your information safe and secure

We hold your personal information in electronic and hard copy files. Personal information may be stored using cloud based software and reside on secure servers that are situated outside of Australia.

We take all reasonable steps to protect personal information. This includes complying with the Payment Card Industry Data Security Standard that covers security of payment card information.

Our employees, volunteers and other service providers are expected to keep your personal and payment information confidential and secure.

Hamlin Fistula Ethiopia (Australia) takes reasonable steps to ensure that when your personal information is no longer needed, it is destroyed or permanently rendered anonymous.

6) How to access or correct your personal information

You may at any time request access to, or correction of, the personal information we hold about you by contacting Hamlin Fistula Ethiopia (Australia). An employee will seek to respond to your request as soon as practicable.

You may be charged an administration fee when we provide you with access to the requested information. However, you will not be charged for making an access or correction request, or for the correction of your personal information.

7) Questions and Complaints

If you have any questions relating to this Privacy Policy or wish to make a complaint about a breach of any privacy laws by Hamlin Fistula Ethiopia (Australia), please contact us using the details below. We may ask that you make your request in writing. We will investigate any complaint and notify you of our decision in relation to your complaint as soon as is practicable after it has been made (usually within 30 days).

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