

## **Catherine Hamlin Fistula Foundation Privacy Policy**

Protecting your privacy is important to us. Catherine Hamlin Fistula Foundation 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?**

- 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 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.

### **2) How do we use your personal information?**

We use your personal information to provide you with updates about our organisation, the work you are supporting and for future direct fundraising requests. We will always provide a simple way for you to opt out of receiving these communications.

We use your information primarily to:

- Communicate with you about our work;
- Process donations and issue a receipt;
- Send you information about how your donation is used
- Confirm who you are when you contact us
- Provide goods and services;
- Keep you updated about our work
- Inform you of new opportunities to support our work.
- 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.

Occasionally, we may share your contact details with other charitable organisations who may contact you with information that might be of interest to you. These organisations allow us to do the same so we can reach more people with information about Hamlin Fistula Ethiopia. If you do not wish to receive communications from other organisations please follow the instructions provided on our communications materials to opt out or you can advise us by phone + 61 02 9440 7001 or email [hq@hamlin.org.au](mailto:hq@hamlin.org.au)

### **4) Anonymity**

You have the option to not identify yourself or use a pseudonym when dealing with Catherine Hamlin Fistula Foundation But please be aware that in some situations Catherine Hamlin Fistula Foundation 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, in order to comply with an Australian Law or a court/tribunal mandate, we can deal only with people who have identified themselves

### **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.

Catherine Hamlin Fistula Foundation 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 Catherine Hamlin Fistula Foundation. 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) Opting out of future communication**

If you don't want to receive communications or marketing materials, please contact us using the contact details below.

## **8) Questions and Complaints**

If you wish to make a complain about our privacy practices, please submit a written complain to the email or mailing address provided below. We will investigate any complaint and respond to you within 30 days.

## **9) Contacting us**

If you want to contact us for any reason in relation to Catherine Hamlin Fistula Foundation privacy policy you can contact us at:

**Mail:** Locked Bag 20, Pyrmont, NSW, 2009  
**Email:** [hq@hamlin.org.au](mailto:hq@hamlin.org.au)  
**Telephone:** + 61 02 9440 7001