

## Catherine Hamlin Fistula Foundation

### Privacy Policy

May 2019

#### 1. Introduction

Catherine Hamlin Fistula Foundation's mission is to help the women suffering obstetric fistula by raising funds for Hamlin Fistula Ethiopia and other partners. Our supporters and donors are an essential part of our mission and we are committed to donor transparency and respecting supporters' privacy and wishes.

Catherine Hamlin Fistula Foundation (CHFF) is committed to using your information responsibly and in accordance with our obligations under the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles.

This Privacy Policy relates to information which is obtained by CHFF and for which CHFF is the Data Controller. The Policy outlines how we collect, handle and safeguard your personal information. It also outlines how you can access and correct your personal information or what to do if you have any questions, concerns or complaints.

#### 2. What kinds of information do we collect?

- Personal details (e.g. your name, gender, date of birth, occupation)
- Contact details (e.g. your address, email address, phone number)
- Payment information for donations (your credit card details which are encrypted once collected or your bank account details if provided for direct debit payments)
- A history of donations, emails, letters and other interactions with CHFF
- Online activity (please see our Cookie Policy)

We do not collect "sensitive personal data" about our supporters e.g. health status.

#### 3. How we collect information?

We collect your personal information directly from you when you phone, email or write to us or when you fill out an online form on our website or related social media platforms including when you make a donation.

We also collect information from third parties including organisations who conduct fundraising on behalf of CHFF. Third party organisations based in Australia are also bound by the Privacy Act 1988 and Australian Privacy Principles.

If someone makes a donation on your behalf, and asks that you receive information about their gift, we will collect the personal information they provide to us about you.

We also collect personal information from public records, such as telephone directories, and lists which we purchase for direct marketing and telemarketing purposes.

When it is necessary to collect your personal information, including from a third party, we will take such steps as are reasonable in the circumstances to ensure that you are notified in compliance with the Privacy Act 1988.

#### **4. Cookies, Our Website and Your Privacy?**

CHFF's websites use cookies, small pieces of data stored inside a website browser, to improve performance and to enhance user experience.

When you visit CHFF's websites, cookies allow us to collect some non-identifying basic information. This includes the total number of visitors, the pages viewed, and other anonymous information. We use this information to improve our website and optimise our fundraising and marketing campaigns.

For further information, please see CHFF'S Cookies Policy.

#### **5. How do we use your personal information?**

CHFF relies on the generosity of our supporters to fulfil our mission. We use your personal information to provide you with updates about our organisation and 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:

- Keep your contact details accurate and up to date. This includes your contact preferences (e.g. postal, email or phone);
- Process donations and issue a receipt;
- Personalise our communications with you about our work and how your donation is used;
- Keep you updated about our work;
- Inform you about new opportunities to support our work including by mail, email, SMS or telephone;
- Confirm who you are when you contact us;
- Analyse supporter activity to improve our communications;
- Provide goods and services;
- Comply with our legal obligations;
- Identify and prevent fraud;
- Enable other activities and functions of the organisation.

#### **6. 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. For example:

- Financial institutions to authorise your payments
- An authorised legal representative nominated by you
- Our mailing house, marketing and telemarketing services providers
- Government or other organisations if legally required to disclose

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 CHFF. 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 contact us by calling 61 02 9440 7001 or emailing [hq@hamlin.org.au](mailto:hq@hamlin.org.au)

#### **7. How long will we keep your personal information?**

We will hold your personal information on our systems for as long as is necessary for the relevant activity. If you have opted out of receiving our communications we will continue to hold some of your personal data to ensure that no further communications are sent.

#### **8. Anonymity**

It is possible to remain anonymous when you deal with CHFF, for example when you make a donation to us. However, if you choose not to provide us with your personal information, we may not be able to provide you with an official tax-deductible receipt, or assist you fully with your query or complaint.

There may also be circumstances, where, to comply with an Australian Law or a court/tribunal mandate, we can deal only with people who have identified themselves.

#### **9. Keeping your information safe and secure**

CHFF understands the importance of protecting your personal information from misuse, interference, loss and unauthorised access, modification or disclosure. Whenever we process your data we will ensure we always keep your Personal Data rights in high regard and take account of these rights.

CHFF's website is a safe platform for our supporters to visit and make online donations. All donations made online are securely processed.

We hold supporter's personal information in encrypted or pass-word protected electronic files and hard copy files. Hard copy records are kept in secure cabinets. Our in-house IT system is secured with a firewall and anti-virus scanners. 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.

CHFF takes reasonable steps to ensure that when your personal information is no longer needed, it is destroyed or permanently rendered anonymous.

We will not knowingly collect personal information from anyone under the age of 18 years.

## **10. 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 CHFF using the details listed in Section 13 of this Policy. We will respond to your request as soon as practicable.

## **11. Opting out of future communication**

At any time, you can update or withdraw your consent to be contacted by CHFF. We will not send you correspondence if you tell us you do not wish to receive it.

If you don't want to receive correspondence, please contact us using the contact details below. Requests to remove details may take up to 30 days to fulfil.

You have the 'right to be forgotten' and can request this in writing or verbally. We will respond to your request within 30 days. Please note that this right is not absolute and does not apply to information that we are legally required to keep.

## **12. Questions and Complaints**

You have the right to access your data and can request this in writing or verbally. We will respond to your request within 30 days.

If you wish to make a complaint about our privacy practices, please submit a written complaint to CHFF using the contact details listed in Section 13 of this. We will investigate any complaint and respond to you within 30 days. If you are not satisfied with our response, you may make a written complain to the Australian Information Commissioner ([www.aaic.gov.au](http://www.aaic.gov.au)).

## **13. Contacting us**

If you want to contact us for any reason in relation to the CHFF 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

## **14. Updates to this Privacy Policy**

This Privacy Policy will be updated periodically; the current version is available at [www.hamlin.org.au](http://www.hamlin.org.au) and is also available by post or email on request.