

INTERNATIONAL NEEDS AUSTRALIA

Board of Directors Policy

Title: 1.4 Privacy Policy

Date of Adoption: 6th February 2004

Amended 28th May 2015

Amended 27th June 2018

Amended 23rd June 2021

Amended 28th August 2024

This policy is to be reviewed no later than 28th August 2027

Purpose

The purpose of this Policy is to establish how International Needs Australia (INA) collects, protects and uses personal information. INA is committed to the responsible use and protection of personal information in compliance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles, the Privacy and Data Protection Act 2014 (Vic), and all Codes applicable to the organisations operations such as the Australian Council for International Development (ACFID) Code of Conduct...

Definitions

For the purposes of this Policy:

Contact information: details such as name, address, phone numbers and email addresses.

INA supporter information: details specific to the supporter's history with INA, including donation records, correspondence records, and project interests.

Financial information: details such as bank account and credit card numbers used to process donations.

Personal information: more detailed personal information such as gender, age, date of birth, church affiliations etc.

Supporter information: a collective term which refers to all the above categories.

Policy

All persons who deal with INA have a right to know that all their information is kept private. INA recognises the trust placed in the organisation and does everything possible to maintain that trust. All INA staff, Board Members and volunteers are required to commit to the protection of personal information held by the organisation. Any concerns or inquiries regarding privacy will be attended to respectfully and promptly.

All supporter information provided to INA will remain confidential and will only be used in line with this Policy.

Supporters have the right to make donations anonymously if they wish.

How information is collected:

INA only collects personal information with consent. Information may be collected via our website, hard copy forms, phone calls, emails, social media, event registration, or other

marketing and fundraising materials. Supporter information collected online is processed through secure forms to protect that information.

How information is used:

Contact information is used to:

- process receipts
- forward correspondence from Linked Children and INA's in-country partners
- contact supporters about their support and keep them informed of INA's work, projects and any events, issues, or developments they may have an interest in.

Supporters may unsubscribe from INA's communications at any time. Supporters may continue to receive a small number of communications whilst their request is processed.

Financial information is used to process donation transactions at the supporter's request.

INA supporter information is used to:

- track supporter history
- provide annual tax statements and reports
- customise supporter engagement and marketing materials
- produce internal organisational reports
- enable security checks

Sometimes INA will collect personal information such as church affiliations, date of birth, age etc. for internal organisational information and security checks only.

This information also helps INA to personalise marketing and fundraising communications and ensure supporters receive information relevant to their support of INA.

Personal information is only collected with consent, and supporters may decline to provide this without affecting the processing of donations, receipts, and communications.

How this information is held:

Supporter information will only be modified by INA staff or volunteers at the request of the supporter or to ensure clarity and uniformity of data.

INA is committed to the security of personal and financial data. Information collected by INA is treated as strictly confidential and is never disclosed to a third party without prior consent, unless required by law, or where appropriate privacy and data safeguards are in place (e.g. processing data for fundraising or marketing purposes). INA does not sell, rent, or swap personal data.

INA is committed to making all reasonable efforts to ensure that all supporter information is stored securely (in electronic and physical forms with strong privacy controls and anti-hacking safeguards in place. INA's cloud-based platforms follow strict security protocols and guidelines

that are in line with industry standard best practices in cybersecurity and data protection. Our site security is managed by multi-layered, cutting-edge security provided by a third-party specialist firm.

When third parties are required to handle supporter data in the operation of INA activity, e.g. for marketing and fundraising direct mail, supporter information disclosed to the contractor remains property of INA by written contract. Requiring all information provided to a third-party to be held securely in password protected and encrypted format.

Physical documentation of financial information, which is no longer required for the processing of payments, will be securely destroyed after the legal timeframe has elapsed.

Any data breach of supporters' information will be notified to anyone affected as soon as possible, and within any applicable legislated timeline/s, after the breach is discovered. Any staff, board or committee member or volunteer who becomes aware of any data breach must notify the CEO or the Finance Manager immediately.

Data collected online:

INA uses "cookies" to track visits to our website, social media profile or interaction with our digital services such as emails. A "cookie" is a small text file placed on a user's computer by our web server which can later be retrieved by our web servers. Users can choose if and how a cookie will be accepted by configuring preferences and options in their browser.

Cookies can be used for marketing purposes, and to provide a more effective and personalised experience on our website.

INA may collect information about how supporters use our digital services to tailor our services to them. For example, when a supporter clicks on a link on our emails or website, visits a website which displays INA advertisement, or engages with us online via social media like Facebook. Usually, the information we collect in this way is only general information derived from cookies and does not identify the user.

INA also uses advertising companies (e.g., Google and Facebook) to deliver online advertising where INA banner advertisements are placed on Third Party websites. When viewing an INA advertisement on a Third-Party website, the advertising company uses cookies and, in some cases, 'web beacons' to collect information such as:

- the server the computer is logged onto.
- the browser types.
- the date, time and general location (country, state or city) of the visit; and
- the performance of our marketing efforts.

Opting out of further correspondence:

Each time information is sent to supporters, they will be given the opportunity to elect not to receive any further information from INA or select their preference for correspondence they receive. Supporters may contact the office directly at any time to cancel further communications or to amend correspondence preferences.

How supporters can access and correct the information held:

All supporters may have access to the information held about them upon request. This is consistent with INA's commitment to transparency. INA will attempt to provide the information in the requested format if possible. Any supporters wishing to know what information INA holds about them should contact INA via one of the contact methods below. If a supporter discovers this information is incorrect, incomplete, or out of date, they should notify INA, and the information will be corrected within 10 working days and confirmation of the change sent to the supporter via their preferred communication method.

Complaint and dispute resolution procedures:

The Chief Executive Officer is responsible for investigating privacy complaints or concerns..

Complaints should be addressed "Privacy Complaint: Confidential" to ceo@ina.org.au or can be lodged online: [https://www.ina.org.au/complaints/.](https://www.ina.org.au/complaints/)

If INA does not answer privacy-related concerns to the satisfaction of the complainant, they can refer the complaint to the Privacy Commissioner. The Privacy Commissioner may be contacted on 1300 363 992 or at www.oiac.org.au

Contact Details:

Postal address: PO Box 484, Bayswater, Vic 3153
Address: 16 Corporate Boulevard, Bayswater, VIC 3153
Phone: 03 9877 7177
Privacy Officer: Chief Executive Officer
Email: ceo@ina.org.au

Cross Reference

- 1.6 Confidentiality Policy
- 1.9 Policy on Complaints
- 1.10 Policy on Donor Financial Information
- 2.2 Policy on Donor's Rights