



## Privacy Policy

We respect your privacy. Our Privacy Policy applies to any personal information collected by Raise Foundation. Raise Foundation is committed to protecting your privacy. This policy outlines how we handle the personal information you provide to us in order for us to provide you with our services, establish and maintain donor relationships or that you otherwise provide to us through our website. This policy may be updated from time to time.

## What is the Privacy Legislation?

In Australia, the main piece of legislation governing privacy is the Privacy Act 1988 (Cth). This Act requires organisations to comply with 13 Australian Privacy Principles ("APPs") which regulate the way in which private sector organisations collect, use, keep secure, disclose and handle your personal information. The APPs also give individuals the right to know what information an organisation holds about them and to correct that information if it is out of date or otherwise inaccurate.

## Raise Foundation's Commitment

Raise is committed to protecting your privacy. This includes ensuring that:

- all information collected from you is required for the purpose of providing the service you have requested, whether it be for one of our services, facilitating your donation, providing you with a volunteer opportunity or otherwise
- we take reasonable steps to ensure your personal information is securely and accurately stored and, on request, reasonably accessible for your review

## Why does Raise Foundation collect personal information and how is such information used?

Raise will use your personal information for the purpose for which it was collected except where you consent to us using the information for other purposes. Raise will only collect personal information about you that we need to provide our services or that you have provided in connection with making a donation, applying for volunteering opportunities or otherwise. For example, we collect personal information from you in order to:

- process applications for service or assistance
- correct billing for the services or events we provide
- establish and maintain donor relationships
- ensure the appropriateness of our services and assist with research and development of new programs and services
- meet Government funding, professional and legal requirements

## What personal information does Raise collect?

The personal information that we may ask for will depend on the type of relationship you have with Raise, for example, whether you are a client, volunteer or donor. Examples of the types of information collected include:

- your contact information such as name, address, email address and phone number
- your financial details for payment of services or events
- sensitive information (for example, health information, criminal history, information relating to your working with children checks, your ethnicity to ensure a culturally appropriate service) directly relating to a service we provide.

We collect most of this information directly from you where possible, from the forms you fill out, in emails you send us, via our website or from our face-to-face or telephone interactions. We will only collect sensitive information about you where you consent and if this is reasonably necessary for one of our functions or activities. Depending on your relationship with us, we may collect information from third parties (such as your teachers, parents, guardians) if it is reasonably necessary for one of our functions or activities.

## How do we protect and store your information?

Raise will endeavour to take reasonable measures to securely store your personal information either in an electronic or physical form and to keep this information accurate, complete and up to date. Your information is stored in secured premises or in electronic databases that require passwords and logins. This helps to protect your information from misuse, loss, unauthorised access, modification or disclosure. We require our employees and data processors to respect the confidentiality of any personal information held by Raise. All personal information that is no longer needed for the purpose for which it was collected or that you ask us to delete is destroyed unless we need to keep it for legal

reasons. No data transmission over the internet can be guaranteed to be 100% secure, so Raise cannot give an absolute assurance that the information you provide to us via the internet will be secure at all times.

### **Will your information be disclosed to others?**

Our purpose in collecting information about you is to provide you with services that you request. Raise does not routinely disclose personal information.

Raise will not disclose any information about you for a purpose other than the purpose for which it was collected without your consent or other than in accordance with this privacy policy, unless:

- we are permitted or required to do so by law
- we believe the disclosure is necessary to provide you with a service which you have requested
- to protect the rights, property or personal safety of you, another client, any member of the public or Raise
- the disclosure is required in order to assess your application for volunteering opportunities, to accept your donations, or to reply to a specific request that you might have
- the assets and operations of the business of Raise are transferred to another party by way of sale

In all of the above circumstances, Raise will only disclose your personal information in accordance with applicable law. Raise also uses third party service providers to help us in our operations. This means individuals and organisations outside of Raise will sometimes have access to your personal information and may use it on behalf of Raise. We require our service providers to adhere to APPs and only use the information to provide services to us.

### **What happens if you refuse to provide the information requested?**

Raise will only ask for information that is necessary for the purposes outlined in this privacy policy. You have a right not to identify yourself or to use a pseudonym when dealing with Raise. You do not have to give us any of the information that we request from you, but not giving us the information requested may affect our ability to provide you with a service.

### **How do you request access to the personal information Raise Foundation holds about you?**

You have a right to request access to your personal information and to request its correction. At any time, you can request access to the personal information we have about you by writing or emailing us directly at the contact details below. We will give you reasonable access to the personal information we hold about you as soon as reasonably practicable after receiving your request. If at any time you wish us to change your personal information that we hold on record as it is inaccurate, incomplete or out of date, please contact us at the contact details below.

### **Sensitive information**

To the extent that we collect sensitive information from you, such as information about your health, criminal history, ethnicity etc, we comply with the privacy requirements applicable to such information.

### **We will not 'spam' you**

We may contact you at the email or other address which you provide to us in order to provide you with updated information about our services (including other products and services you might be interested in). If you are receiving promotional information about Raise and do not wish to receive this information any longer, you may remove your name from our distribution list by emailing us at [hello@raise.org.au](mailto:hello@raise.org.au) or contacting us at the contact details below and asking to be removed from our mailing list, or selecting "Unsubscribe". Please allow 28 days for this request to be processed.

### **Information collection on our website**

For statistical purposes, Raise collects and stores the following information about visitors to its website:

- server address
- the date and time of visit
- the web pages accessed and documents downloaded
- previous sites visited
- type of browser used

No attempts are made to identify anyone browsing our website. The data collected is only used to measure the number of visitors to the different parts of the site and to help us make the site more useful to you. You are able to browse our website without entering any personal information and therefore remain anonymous during your visit. We do not use cookies that can identify you when you are in the public section of our website.

We only record your e-mail address if you make a donation through our website or if you send us a message. This message could be:

- to make an inquiry to any of the email addresses of Raise to give us feedback on our site - we use this to administer and improve our website
- to subscribe to our newsletter - we only use the information provided
- to administer the delivery of our newsletter to those requesting it

Raise is not responsible for the privacy practices or content of any third party site that is linked to its website. Your activity on those sites is covered by the privacy policies of those sites.

#### **Online donations**

Our donations page is hosted by a secure third party payment gateway. Donations are processed utilising 128-bit SSL encryption to protect the transfer of personal and financial information between your browser and our server and credit card details are NOT stored at any time by us. The only information collected and retained by us is the amount of the donation, transaction date, name and contact details as completed on the donation form.

Please feel free to contact us if you have any queries or feedback regarding our privacy policy or wish to make a complaint about your privacy. If you are dissatisfied with the response that you receive from us, you may make a complaint to the Office of the Australian Information Commissioner (OAIC).

#### **For more information contact:**

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