

The Hunger Project Australia Privacy Policy

The Hunger Project Australia ABN 45 002 569 271 (**we or us**), are committed to managing personal information in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**). This Privacy Policy explains how we collect, use, disclose and hold personal information and how to contact us if you have any queries about personal information that we hold about you.

'Personal information' is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not. Examples include an individual's name, address, contact number and email address.

1. Personal information collected

The kinds of personal information we collect will depend on the nature of our relationship with you. Generally, the personal information we collect from you may include:

- **Identity data** which may include your name, title, date of birth and gender.
- **Contact data** which may include your address, email address and telephone numbers.
- **Financial data** which may include your bank account and credit card details. We will follow our PCI Compliance Procedure in the management of credit card data.
- **Transaction data** which may include details about payments between us and other details of purchases or donations made by you.
- **Technical data** which may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- **Profile data** which may include your username and password, purchases or orders, your interests, preferences, feedback and survey responses.
- **Usage data** which may include information about how you use our website services.
- **Marketing and communications data** which may include your preferences in receiving marketing communications from us and your communication preferences.

You do not have to provide us with personal information. However, if you do not provide your personal information, or provide us with anonymous, inaccurate or incomplete information we may not be able to provide you with the information and services you require.

2. How we collect your personal information

We collect personal information in a variety of ways, including directly from you when you communicate with us by post, over the phone, by email, over the internet via our website or social media pages or in person. For example, when you:

- make a donation via our website;
- attend one of our events;
- subscribe or sign up via one of our microsites, such as The End of Financial Year Campaign;
- subscribe to our communications or publications;
- request resources or marketing be sent to you; or
- give us feedback.

We may also receive personal information about you from other sources, for example:

- third-party suppliers and contractors who assist us with our operations, including:
 - donation and fundraising platforms, such as I=change, Givergy and Blackbaud Online Express;
 - events and ticketing platforms, such as Eventbrite;
 - analytics providers, such as Google Analytics;
- advertising networks;
- technical, payment and delivery providers; and
- our affiliated and related companies.

3. Cookies and the use of our website

We use cookies on certain web pages of our website to help improve the user experience. Cookies allow our website to remember certain information that will make your visit to the website more useful, such as:

- your browser type;
 - your approximate location (city, state, country);
 - your IP address;
 - information about when and how you use our website;
 - information about your past internet usage, such as websites you visit before coming to our
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website.

Cookies stores information about matters such as your preferences on our Website. This allows our Website to be tailored to you for any of your return visits. Cookies will not be used to identify you personally.

If you would prefer not to receive cookies, you can alter your security settings on your web browser to disable cookies or to warn you when cookies are being used. However, by disabling the cookie function in your web browser you may impede your ability to use parts of the website.

Our websites may contain links to third party websites. We are not responsible for the content, claims of offer or privacy practices of websites that are linked to our website. We recommend that you review the privacy policies of each website you visit.

4. Why we collect and use your personal information

We collect and use your personal information for a range of purposes, including:

- to provide you with information or services that you have requested from us;
- to provide programs and other services to you;
- to provide you with information about our work or our activities;
- to process donations and provide receipts;
- to fundraise in accordance with our internal policies and procedures;
- for administrative purposes and internal record keeping purposes;
- to contact you where you have been identified as a contact person for an organisation, such as a foundation (if we obtain your contact details in this way, we will only use them to contact you in your capacity as a representative of that organisation);
- to analyse and improve the content and operation of our website;
- to analyse and improve our internal business processes.

We may also use and disclose your personal information for other purposes required or permitted by law (including purposes for which you provide your consent).

5. Direct marketing

We may use or disclose your personal information for the purpose of informing you about our services, programs, upcoming campaigns and events, or other opportunities that may interest you.

If you do not want to receive any marketing or promotional material from us, you can opt out by notifying us using the contact details below, or by following the unsubscribe instructions on any marketing materials you have received.

6. How we hold your personal information

We store information using electronic record keeping methods in secure databases (including trusted third-party storage providers based in Australia and overseas).

We take all reasonable steps to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. For example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to our computer systems.

Our websites do not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our websites are encouraged to exercise care in sending personal information via the internet.

7. Disclosure of personal information to third parties

In conducting our business, we may disclose your personal information to third parties for the purposes outlined above. These third parties may include, where appropriate:

- our related companies
- financial institutions for payment processing;
- our contracted service providers, including;
 - event and ticketing providers;
 - delivery and shipping providers;
 - IT service providers; and
 - external business advisers (such as auditors and lawyers); and
- if you are a job applicant, referees whose details you provide to us.

We may also disclose your personal information to other third parties and for other purposes where we are required or permitted by law to do so (including where you have provided your consent).

8. Overseas disclosure

We may disclose some of your personal information to our partners or service providers some of whom may be based overseas, including Bangladesh, Benin, Burkina Faso, Canada, Ethiopia, India, Germany, Ghana, Japan, Mexico, Malawi, Mozambique, Netherlands, New Zealand, Sweden, Switzerland, Peru, Senegal, Uganda, United Kingdom and Zambia.

9. Access and correction of your personal information

You have the right to access the personal information that we hold about you and request its correction if it is inaccurate, out of date, incomplete, irrelevant or misleading. You may do so by contacting us using the contact details set out below.

We will respond to all requests for access to or correction of personal information within a reasonable period.

We will generally provide you with access to your personal information (subject to some exceptions permitted by law) but may charge an access fee to cover the cost of retrieving and making it available to you.

10. Complaints or questions about privacy

If you have any complaints with regard to our collection, use or management of your personal information or if you'd like further information about our Privacy Policy, please contact us:

- Email: thpaus@thp.org
- Phone: 02 9222 9088
- Mail: The Hunger Project Australia, GPO Box 2108, Sydney NSW 2001

If you make a complaint, we will endeavour to respond to it as soon as possible. If you are dissatisfied with our response, you have the right to make a complaint to the Office of the Australian Information Commissioner by phoning 1300 363 992 or by email at enquiries@oaic.gov.au.

For further information about privacy in general, please refer to the Office of the Australian Information Commissioner's website: www.oaic.gov.au.

11. Amendments of this privacy policy

We may modify this privacy policy from time to time. We may notify you about changes to this privacy policy by posting an updated version on our website. We encourage you to check our website from time to time to ensure you are familiar with our latest privacy policy.

Updated May 2023

Policy Name	Privacy Policy
Policy Owner	Administration Manager
Approved By	THPA National Board
Version Date	24 th May 2023
Version Number	4
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