



PRIVACY POLICY

Hands of Hope Foundation Incorporation (ABN 30 362 949 819)(hereby referred to as HOH) and its members are totally committed to respecting your privacy rights and ensuring that HOH manages the information you provide to us in a responsible manner.

HOH complies with the **Australian Privacy Act 1988** and amendments, and is guided by the **Australian Privacy Principles**.

Please read this privacy policy carefully as it describes how we handle your personal information. We may revise the privacy policy from time to time and publish a revised version on our website. A revised version of this policy will take effect from the time it is published to our website.

INTRODUCTION

This policy relates to the personal information HOH collects about you as a client, volunteer, donor, provider of services or recipient of services. Some examples of personal information HOH may collect include:

- Your personal details such as your name, date of birth and occupation.
- Information on how to contact you, such as email, phone or mailing address.
- Information about how and when you have supported HOH, including when you volunteer with HOH or made a donation to HOH
- A record of when you have interacted with HOH in other ways, such as asking for information or having spoken with a HOH member or volunteers.
- Past details of your communication with HOH.

PERSONAL INFORMATION HOH COLLECTS AND HOLDS

Information HOH collects from clients will vary depending on how you have interacted with HOH. Examples of information collected are as follows:

- When making a donation to HOH we would need to collect payment details.
- When you are volunteering with us, we may need to record your Working with Children, or Working with Vulnerable People clearances as well as Police Criminal History clearances.
- If you have registered to receive services from HOH, we will record details of that request.

However HOH may also from time to time collect information that is not personal in nature and does not identify you or any individual. Example of this type of information are:

- Information collected from anonymous answers to surveys; or
- Information about how users use our websites.



We do not collect sensitive information (which is information or an opinion about an individual's racial or ethnic origin, political opinions, philosophical or religious beliefs or affiliations, membership of a political association).

HOW HOH COLLECT AND HOLD PERSONAL INFORMATION

In most cases we will collect information directly from you. This may take the form of you completing an Application for Assistance form and asking you to sign the form with a HOH member. In other instances information may be taken over the phone or you may enter the information directly into our website.

Other information may be collected automatically, such as when you are a visitor to our website or social media sites. We secure all of your information provided as a hard copy format by storing it in a suitable filing system held in the HOH office.

Information held in electronic form is held on a secure server that is protected from unauthorized access by a proprietary firewall product. Access to information stored on such a server is controlled by a restricted password access system.

Credit card donations are processed using our banker's secure processing service and no record is maintained in our system of your credit card information. Other donation payments processed by an independent donation processing service we use are secured in a similar manner.

WHY HOH COLLECTS YOUR PERSONAL INFORMATION

HOH collects, holds, and uses personal information about you so that we can provide the best possible service to you our clients, our donors and our supporters. To do this, we need to ensure we hold accurate information about you and how you have interacted with us.

We also use information provided to deliver services, process and record donations, respond to any enquiries you make, provide information and advice, and to keep you updated on our work. In some instances HOH may use external service providers to help us with our work.

HOH may also need to access your personal details to respond to enquiries or any complaint made by you or to keep your contact details up to date. Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy unless specifically authorised in writing by you.

HOW TO ACCESS / REQUEST CORRECTION OF YOUR PERSONAL INFORMATION

Your personal information remains yours at all times. You can choose what information you provide to HOH (although choosing not to provide us with some information may mean we may not be able to