

# Australian Mercy Privacy Policy

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Feb 2017



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### Purpose

Australian Mercy is strongly committed to protecting privacy rights as a means of valuing our supporters, workers and volunteers, as well as the children and communities we serve. The Australian Privacy Principles (Privacy Amendment Act 2000), the ACFID Code of Conduct and the Payment Card Industry Data Security Standard also apply to us.

### Scope

This policy is relevant to the Australian Mercy board, all staff members and volunteers.

### Policy Statement

Collecting Personal information.

- Australian Mercy will only collect personal information necessary to deliver our services and conduct the business activities that support this, including receipt of donations.
- Personal information required may include name, address, date of birth, telephone number, email address, bank account or credit card details.
- Personal details of donors remain confidential apart from the information which is necessary to give to financial institutions for normal bank processing.
- The following information may be requested if serving with Australian Mercy in any capacity:
  - General health
  - Criminal record check
  - Work experience and references
  - Working with Children Check.
- If a person is over 15, we will usually assume that they are able to make their own privacy decisions however if a child is under 15, their decision may need to be confirmed with their parent or guardian.

Internet Communications.

- Cookies.
  - Our website may use cookies. Cookies can be disabled through the internet browser settings but this may affect the use of the Australian Mercy website in some area.
- Browsing.
  - When a person browses any Australian Mercy websites, personal information is not collected but our internet service provider makes a record of their visit and logs (in server logs) the following information for statistical purposes:
    - Their server address.
    - Their top level domain name (.com, .gov, .org, .au, etc).
    - The pages accessed and documents downloaded.
    - The date and time of the visit to our site.
    - Whether the person has visited our site before.
    - The previous site visited.
    - The type of browser being used.
  - We do not identify the person or their browsing activities except, in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect the internet service provider's server logs.
  - Our sites may contain links to other sites. Australian Mercy is not responsible for the content and the privacy practices of other websites and encourages you to examine each site's privacy policy and make your own decisions regarding the accuracy, reliability, and correctness of material and information found there.

How personal information is used.

- Reasonable steps are taken to ensure that the personal information held by Australian Mercy is not

- Personal information is used as the person giving the information would expect. For example - to process accounts and provide receipts; to process training/conference details; to recruit and process volunteer teams; to keep accurate mailing lists and send updates and information about our work.
- If a donation is given to support a particular Australian Mercy Project, personal contact information of the donor may be given to the Project in order that the Project can communicate directly with the donor if the donor has given permission for this to happen.
- Australian Mercy takes special care with the images of children on our programs, and requests that these images are not copied without first obtaining permission from Australian Mercy.
- It is our intention that no user information will be given to third parties without their permission, except in the unlikely event of an investigation, where a law enforcement agency or other government agency may exercise its legal authority to inspect our user database.

#### Data Quality and Security.

- We take steps to ensure that the personal information we collect is accurate, up to date and complete. These steps include maintaining and updating personal information when we are advised by the person that the personal information has changed.
- We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure and against other misuse. These steps include password protection for electronic files, encryption, securing paper files in locked cabinets and physical access restrictions. Contact details collected through email lists, completed online forms or enquiries are stored on password-protected databases.
- Our donation page uses SSL technology which encrypts all data to and from the site.

#### Accessing and correcting information.

- Individuals may personally request access to, correction of or deletion of personal information Australian Mercy holds about them.
  - Requests to access or correct information must be made by the individual concerned or their authorised representative.
  - Requested personal information will not be disclosed, corrected or deleted until Australian Mercy staff are satisfied that the request is being made by the individual in question.
  - Individuals may also use the link they were sent when they requested to receive Australian Mercy News and Information, via the website, to access, correct or delete information.

#### Resolving Privacy Issues.

- Australian Mercy values the contribution of each supporter, volunteer and staff worker greatly. If a person has any concerns or complaints about their privacy they can contact the Privacy Officer at:
  - Email: [privacy@australianmercy.org](mailto:privacy@australianmercy.org)
  - Address: The Privacy Officer, Australian Mercy, PO Box 132, Port Kembla NSW 2025
  - Phone: 02 4274 1090
- Where a response is requested, the Privacy Officer will make contact within 28 days.

#### Disclosure of personal information overseas.

- We do not disclose information to overseas recipients except where a donation has been made to a specific overseas project and the donor has given permission.

#### **Review**

This policy will undergo a review at least every 3 years. Compliance with this policy will be assessed annually:

- Last review date Feb 2017