

# Privacy Policy

The Enriching Lives Foundation (“the Foundation”) respects and is committed to protecting the privacy of the people whose personal information it collects. The Foundation adheres to the Australian Privacy Principles in the *Privacy Act 1988* (“the Privacy Act”).

By visiting the Foundation website, or providing it with your personal information either electronically, in writing, over the telephone or in person, you agree to be bound by the terms and conditions of this Policy, the Acts or other applicable laws of Australia.

The Privacy Act defines “personal information” to mean any information or an opinion about an identified individual, or an individual who is reasonably identifiable. This applies whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

## Types of Personal Information Collected, Used & Disclosed

The Foundation typically asks you for the following information:

- Contact information; name, email address and/or mobile number.
- Credit card and/or bank account details.

It is your choice how much of this information you provide. All information is held securely. Some of this personal information is collected via our website, for example from on-line donations and newsletters.

## Collection & Use of Personal Information

Whenever the Foundation collects personal information directly from you, it will identify itself as the Enriching Lives Foundation. Generally, the Foundation will tell you why it is collecting personal information when it collects it and how it plans to use it. If you decide to support the Foundation, it may ask you for further information that may be used to contact you again about the work of the Foundation. You can ask the Foundation at any time not to contact you again. The Foundation may also collect your personal information from other sources, for example by obtaining details for potential future supporters from like-minded organisations or other third-party suppliers. The Foundation collects this information to:

- Process donations and provide receipts.
- Maintain accurate details of its supporters’ history with the organisation.
- Keep its supporters informed about its work.
- Help the Foundation develop its marketing activities in a cost-effective way.

Unless you ask the Foundation not to, it may also use your information to ask for your support and to keep you informed about the wonderful ways in which its donors and supporters help the Foundation.

## Disclosures of Personal Information

The Foundation will not sell, distribute, rent, licence, disclose or reveal, share or pass your information or personal details onto any third parties, other than in accordance with this Policy.

The Foundation will not disclose your information or personal details collected by it for any purpose other than:

- Where it is for the primary purpose in which it was collected.
- To the Foundation’s related entities, suppliers, employees, volunteers, consultants, contractors or agents for the primary purpose or for other purposes directly related to the primary purpose for which the personal information was collected.
- If the Foundation is required or authorised by law or if it is reasonably necessary to enforce the law.

## **Analytics, Cookies & IP Addresses**

The Foundation uses Google Analytics to track visits to its website and uses this information to track the effectiveness of its website. Types of data collected include visits, length of visit, viewed pages and the technical capabilities of visitors. These statistics will not identify you as an individual. For more information read Google's Privacy Policy.

When you visit the Foundation's website, or download information from it, the following information is recorded; your internet (IP) address, the date and time of your visit, the pages you accessed and documents downloaded, the previous website you have visited and the type of browser you are using. This information is only used for statistical and website development purposes.

The Foundation makes limited use of cookies on its website and only uses cookies to improve the functionality of its website, not to store any of your personal information. A cookie is a small message given to your web browser by the Foundation's web server. The browser stores the message in a text file and the message is then sent back to the server each time the browser requests a page from the server. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not.

## **How the Foundation Holds Your Personal Information**

The Foundation regards the security of your personal information as a priority and takes a number of precautions to protect your personal information from loss, misuse, unauthorised access, modification or disclosure. Specific security precautions are in place for processing on-line payments through SupporterHub which is a PCI DSS compliant Service Provider.

## **Direct Marketing**

You give your express and informed consent to the Foundation to use your personal information set out above to provide you with information and to tell you about its services or events or any other direct marketing activity which it considers may be of interest to you, whether by email or SMS.

If you have provided inferred or implied consent, for example not opting out where an opt-out opportunity has been provided to you, or if it is within your reasonable expectation that the Foundation sends you direct marketing communications given the transaction or communication you have had with it, then it may also use your personal information for the purpose of sending you direct marketing communications which it considers may be of interest to you.

If at any time you do not wish to receive any further direct marketing communications from the Foundation, you may ask it not to send you any further information about products and services and not to disclose your information to other organisations for that purpose. You may do this at any time by using the "unsubscribe" facility included in the direct marketing communication or by contacting the Foundation (admin@enrichinglives.org.au).

## **Accessing & Correcting Your Personal Information**

The Foundation will endeavour to ensure the personal information it holds is accurate, complete and up-to-date. If you become aware of any inaccuracy in the personal information the Foundation holds about you, it encourages you to contact it so this information can be updated. You have the right to request access to personal information which the Foundation collects and holds about you and to advise it of any perceived inaccuracy. To make a request, please contact the Foundation (admin@enrichinglives.org.au).

## **Changes to Privacy Policy**

If the Foundation updates or changes this Privacy Policy, the changes will be made on this page. Your continued use of the Foundation's website following the posting of changes will mean you accept those changes. If you do not agree to the Foundation's continued use of your personal information due to the changes in this Policy, please cease providing the Foundation with your personal information and contact the Foundation (admin@enrichinglives.org.au).

### **Contacting Foundation or Making a Complaint**

Please contact the Foundation ([admin@enrichinglives.org.au](mailto:admin@enrichinglives.org.au)) if:

- You have any questions about privacy-related issues.
- You wish to lodge a complaint about a breach of this Policy or other privacy matters.
- You do not wish to be contacted by the Foundation to ask for your support.