



**International Christian Aid Relief Enterprises Limited
(ICARE)**

PRIVACY POLICY

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INTRODUCTION

At ICARE, we respect the privacy of our donors and are committed to maintaining your personal information in accordance with the thirteen Australian Privacy Principles (APPs) as outlined in Schedule 1 of the *Privacy Act 1988* (Cth).

INFORMATION WE GATHER FROM YOU:

This includes:

- Contact details such as: your name, address, email address, telephone/mobile number
- Your credit card or direct debit details,
- Your age, gender and occupation,
- Employment details, if you participate in workplace giving,
- Your website username and password (if applicable) and activities performed when you enter an ICARE related website
- History of donations, correspondence and other interactions with ICARE, including personal opinions.

ICARE may also gather your personal information from:

- Third parties who organise fundraising on our behalf
- Third parties who make donations and nominate you as the recipient of communications regarding the donation
- Third parties to whom you have given permission to share your personal information
- Publicly available sources

We may ask for other information to enable us to better understand who our donors are, but the provision of that information is purely voluntary.

USE AND DISCLOSURE OF THE INFORMATION:

The information collected directly from you is primarily used to process donations, provide receipts, answer queries or conduct follow ups, keep you up-to-date on our programs and notify you for new opportunities to help in the development of women and children around the world. We may also use the information for ICARE's research related activities (for instance, Market Analysis), planning, service development, security, testing and risk management.

In the case of third party involvement to help facilitate the aforementioned processes, it is ensured that all third parties are contractually bound in relation to the holding of information. ICARE ensures your

privacy is protected through written agreements with third parties which prohibits the copying or use of your information for any other purpose and the passing of that information onto any other party.

If you are a donor, ICARE may disclose your personal information to ChildFund Australia, as part of the process of ChildFund Australia taking over the practical operation of ICARE's projects. Where your personal information is collected by ChildFund Australia, their use and disclosure of your personal information will be governed by ChildFund Australia's Privacy Policy, which is available at: <https://www.childfund.org.au/childfund-australia-respects-your-privacy>.

ICARE discloses your personal information to ChildFund Australia so that ChildFund can:

- enable the implementation of iCARE and ChildFund Australia project work;
- where you have not otherwise opted out of receiving direct marketing materials:
 - keep you informed about iCARE and ChildFund Australia programs via mail, email, SMS or telephone; and
 - advise you of new opportunities to reduce poverty for disadvantaged children, youth, women and communities in the developing world;
- respond to your questions, comments, compliments or complaints; and
- for other purposes set out in ChildFund Australia's privacy policy.

We do not sell, rent or otherwise make available our donor database to any other third party.

STORAGE AND SECURITY:

We have taken all reasonable steps to protect the security of the information we keep about our members, donors and others with whom we deal.

We maintain stringent internal auditing procedures to ensure proper audit trails of all entries and changes made to our database.

We use multiple electronic protection measures to secure our electronic database and ensure, as far as practicable, that it is not accessed by unauthorized parties. These include, but are not limited to, firewalls, anti-virus software, encryption protocols for both, transition and storage of data, auditing facilities and limiting access to your information.

Your credit card details are stored in a protected database, temporarily, for transactional purposes only. Once your transaction is cleared, your credit card details will be deleted from the electronic system. Your personal information is stored in a protected database, accessible to ICARE only.

Our internal procedures ensure that proper audit trails of all entries and changes to our database without consent are maintained.

www.icare.org.au may contain links to websites of other organizations that may be of interest to you. These websites and organizations will have their own privacy policies and we recommend that you check these when visiting the website.

ACCURACY OF INFORMATION:

ICARE takes all the necessary steps to ensure that the information provided by you is complete and kept updated. To facilitate this, we recommend that you inform us:

- In case of errors in the information
- In case of changes in the information provided such as your name, address etc.

ACCESS AND CONTROL OF INFORMATION:

Subject to proof of identification, any individual whom ICARE holds information on may have complete access to the information we have about them.

If you do not wish to receive any marketing materials or communication from us please let us know, either through mail or email.

CONTACT US:

If you have any questions or feedback about privacy, or wish to make a complaint about the way in which we have handled your personal information, you may contact us as set out below:

ICARE email: info@icare.org.au

ICARE Address: 15/27 Hunter St Parramatta NSW 2150

Telephone: 02 9687 9404

We reserve the right to make changes to this policy at anytime. We would advise you to visit our website from time-to-time for changes.