



PRIVACY POLICY

INTRODUCTION

This document is our privacy policy and it tells you how we collect and manage your personal information. The Queen's Fund is strongly committed to the protection of the privacy and confidentiality of your personal information.

How do we use and collect your personal information?

Supporters

Supporters of The Queen's Fund include:

- referring agencies;
- donors to the Queen's Fund (either monetary or in kind); and
- subscribers to our newsletters and updates (Supporters).

If you are a Supporter of The Queen's Fund, we may collect your personal information when you give it to us directly, either by telephone, mail, email or through your access and use of our website. We need this information to respond to your application(s) or enquiry, send you a receipt or thank you for your donation.

Below are some examples of information that we may collect and hold only for the purpose of managing grants:

- name;
- postal or street address, email address and phone number(s);
- credit card or bank account details; and
- donation history.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

Clients

Individuals referred to us by a referring agency for financial assistance are clients of The Queen's Fund **(Clients)**.

If you are a Client of The Queen's Fund, we may collect your personal information when a referring agency applies to us for a financial grant on your behalf. We need this information in order to provide you with the best possible assistance and:

- to assess if you are eligible to receive a grant from The Queen's Fund or the benefit of an offer from one of our corporate partners;
- to determine the amount of the grant (if any) you are to receive from The Queen's Fund;
- for internal reporting purposes;
- to assess the effectiveness of the grants we give; and
- to assess the nature of need in the Victorian community.



We may also use your personal information for the purpose of preparing case studies and statistics which are included in application and acquittal reports which we give to philanthropic organisations who fund us, and in our annual report and in publications on our website. However, when we use your personal information for this purpose, your personal information will always be depersonalised prior to use. Individual clients will not be identified in any of these documents.

Disclosure of your personal information

We do not disclose, sell or rent personal information of any of our Supporters or Clients.

We use some third-party providers to assist us in delivering services. Some of your information may be stored on the servers of service providers located in Australia. We will take all reasonable steps to ensure that these providers comply with this policy.

Supporters

Personal information of Supporters will not be disclosed to any third party except:

- professional advisors to The Queen's Fund such as accountants, solicitors, business advisers and consultants and their employees;
- contractors or service providers for the purposes of operation of our website including, without limitation, data and web hosting providers, IT systems administrators, payment processors and electronic network administrators;
- with respect to referring agencies only, our corporate partners (but only so the client can receive the benefit of a partner offer);
- your financial institution if required for direct debit or credit card transactions; or
- if we are required to do so by law.

Clients

Client personal information will not be disclosed to any third party except:

- professional advisors to The Queen's Fund such as accountants, solicitors, business advisers and consultants and their employees;
- our corporate partners (but only so the client can receive the benefit of a partner offer); or
- if we are required to do so by law.

Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

We use a number of procedural, physical, software and hardware safeguards to protect your personal information from misuse, unauthorised access, and disclosure, including:

- encryption of information
- access controls and authentication
- secure methods of communication and application hosted in Google Cloud Platform. (More information can be found [here](#))



Direct marketing materials

We may send Supporters direct marketing communications and information about The Queen's Fund that we consider may be of interest to you. We do not provide personal information to other organisations for the purpose of direct marketing.

Accessing and correcting your personal information and communication preferences

We will always use reasonable endeavours to ensure that your personal information is accurate, complete and up-to-date.

You may:

- request access to your personal information at any time;
- update or correct your personal information;
- opt-out of receiving our marketing communications;
- change how we communicate with you,

by contacting our Privacy Officer by mail at:

Privacy Officer
The Queen's Fund

Post: GPO Box 2412, Melbourne 3001;

Or by email at:

Email: **enquiries@queensfund.org.au** (Attention: Privacy Officer)

Complaints

If you wish to enquire or express concerns about privacy matters, including complaints about how TQF handles your personal information, you can do so by contacting the Privacy Officer in writing (see details above). TQF will respond to your enquiry as quickly as possible and work with you to resolve your complaint.

If you are not satisfied with how we have handled your matter, you may wish to contact the Office of the Australian Information Commissioner via the contact details listed on **www.oaic.gov.au/about-us/contact-us-page**.