

Privacy and Policy

Description



Privacy Statement Australia

Not for Profit Website

1. Introduction

Friends of Chiltern Mt Pilot National Park is committed to protecting your privacy in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This statement explains how we collect, use, and safeguard your personal information.

2. Information We Collect

- **Personal Information:** Name, email, phone number, address, donation details, or other information you provide voluntarily.
- **Sensitive Information:** We will only collect sensitive information (e.g., health, cultural background) with your consent and when necessary for our activities.
- **Website Data:** IP address, browser type, and usage statistics collected automatically.

3. How We Use Your Information

We use personal information to:

- Provide services, respond to inquiries, and manage memberships.
- Process donations and issue receipts.
- Send newsletters, updates, and event information (if you opt in).

- Comply with legal obligations.

We will not use your information for direct marketing without your consent.

4. Disclosure of Information

We may disclose information:

- To trusted service providers (e.g., payment processors, IT support) bound by confidentiality.
- When required by law or to protect public safety.
- To overseas recipients only if they comply with APPs or equivalent safeguards.

5. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorized access, modification, or disclosure.

6. Access and Correction

Under the APPs, you have the right to:

- Request access to the personal information we hold about you.
- Ask us to correct inaccurate or outdated information.

Requests can be made by contacting us (details below).

7. Cookies and Analytics

Our website may use cookies and analytics tools to improve user experience. You can disable cookies in your browser, but some features may not work properly.

8. Third-Party Links

Our website may contain links to external sites. We are not responsible for their privacy practices.

9. Changes to This Statement

We may update this Privacy Statement from time to time. The latest version will always be available on our website.

10. Contact Us

If you have questions or concerns about this Privacy Statement, or wish to make a complaint under the APPs, please contact: secretary@friendsofchiltern.org.au

Complaints will be handled promptly, and if unresolved, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

11. Online Donations & Payment Security

- **Secure Transactions:** When you make a donation through our website, your payment details are processed using secure, encrypted connections (SSL/TLS) to protect your information.
- **Third Party Payment Providers:** We use trusted payment gateways (e.g., PayPal, Stripe, or Australian bank providers) to handle transactions. We do not store your full credit card or bank account details on our servers.
- **Receipts & Records:** We retain donation records as required by law and for issuing receipts. These records are stored securely and accessed only by authorized staff.
- **Fraud Prevention:** We may use fraud detection tools to safeguard against unauthorized transactions.
- **Your Rights:** You can request access to your donation records or ask us to correct inaccuracies, consistent with APPs 12 and 13.
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