



A Rocha Australia Inc. Privacy Policy

Scope

At A Rocha Australia we are committed to protecting and respecting your personal data, will always store your details securely, and never share them without your permission.

The information below explains our policy regarding your personal data, both paper-based and online. By visiting <http://australia.arochoa.org> or using our social media pages (such as Facebook), or completing a form you are accepting the practices described below.

If you have any questions regarding this policy, please get in touch with Jen, our data protection officer by emailing australia@arochoa.org or write to us at A Rocha Australia, c/ Tahlee Ministries, Locked Bag 1, Karuah, NSW 2324

How do we collect information from you?

We may collect information about you when you interact with us and knowingly provide us with personal information. For example, when you contact A Rocha Australia regarding our activities, send or receive information, engage with our social media, make a donation or pay a membership subscription, or complete a membership application form.

In addition, we may collect anonymous information about the services you use and how you use them. For example, when you watch a video on YouTube, visit our website, or engage with social media. We may also collect information about you from publicly available sources.

What information do we collect?

The information we might collect includes your name, address, email address, special interests, church affiliation, or IP address and data regarding the A Rocha Australia webpages you have accessed and when.

If you make a donation online, make an event booking, or purchase a product from us your card information is not held by us, but is collected by our third party payment processors who specialize in the secure online capture and processing of credit/debit card transactions. If you make a direct credit transfer to our bank account, we do not capture your account details.

How do we use that information?

We may use your information to:

- Process a donation or an order that you have made.
- Provide you with information about our work that you have requested or which we feel may be of interest to you. This may include information about campaigns, appeals, events, other fundraising activities, promotions of any associated goods and services, and general updates of our work.
- Fundraise in accordance with our internal policies and procedures.
- Contact you where you have been identified as a contact person for an organization, such as a church.
- Answer your enquiries or seek your views about a service we provide, through voluntary surveys or research.

- Process a volunteer or internship application.

From time to time ARA receives information or requests from third parties such as businesses and advocacy groups to use its mailing list. ARA treats its membership list as confidential and will never release the contact details of its members or supporters.

However, sometimes we do receive requests to circulate information that the membership might find valuable or of interest. Therefore, the board of ARA has agreed, on a case-by-case basis, to distribute information that it believes advances in some way the values of ARA. Sometimes this might be commercial information, or sometimes advocacy or political information. We do not wish to burden your email inbox with junk or irrelevant information, and will keep such communications to a minimum.

Who has access to your information?

We do not sell or rent your information to third parties, nor do we share it with them for marketing purposes.

We may pass your information to our third party service providers and other associated organizations for the purposes of completing tasks and providing services to you on our behalf (for example, to process a donation). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

The only exception to this rule is if we are required to release your information by law, for example by a court order or for the purposes of preventing fraud or other crime.

How do we protect your personal information?

When you give us personal information, we take appropriate physical, electronic, and managerial steps to ensure that it is kept secure, accurate and up-to-date.

Although we use appropriate security measures, once we have received your personal information the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website or over email, so any transmission is at the user's own risk.

However, any sensitive information (such as credit or debit card details) is encrypted and protected using SSL and other industry standard measures, to provide an additional level of security.

As well as this, any personal identifiable information can only be accessed by A Rocha Australia directors on a *need to know* basis and held in strict confidence.

Rights and Choices

If you want to update the information we hold for you, or think any information we have about you is incorrect or incomplete, please get in touch by email or postal mail.

You also have a choice about whether or not you wish to receive information from us. If you do not want to communications from us then please contact us and we will remove your name and contact information from our distribution lists.

We will only send you ENEWS and other mailings if you ask us to and you can unsubscribe at any time by contacting us.

How to make a complaint

If you wish to make a complaint about privacy matters, please write or email our data protection officer Jen at australia@arocha.org or write to A Rocha Australia, c/ Tahlee Ministries, Locked Bag 1, Karuah, NSW 2324. If the matter is unresolved, we will engage a mutually acceptable and independent mediator.

18 or under

We are concerned to protect the privacy of children aged 18 or under. If you are aged 18 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information or interact with any of our systems as for example in applying for membership.

Review of this policy

We keep this policy under regular review. This policy was last updated in October 2018. We review all our data held for accuracy and relevant permissions every three years.

A Rocha Australia Incorporated
c/ Tahlee Ministries
Locked Bag 1, Karuah, NSW 2324
<http://australia.arocha.org>
australia@arocha.org

ABN 23 197 579 524

Incorporated Association in NSW Registration Number INC1501788
Registered Charity with the Australian Charities and Not-for-profits Commission