

PRIVACY POLICY

EFFECTIVE DATE

This policy is effective from September 2016.

PURPOSE

At Baptist World Aid Australia Ltd (“BWAA”), every supporter, volunteer, church, overseas partner and sponsored child is important to us.

BWAA respects and safeguards your privacy and confidentiality. We are committed to accountability and transparency. We continue to strive for the highest possible standards as we comply with the [Australian Privacy Principles](#) and the [ACFID Code of Conduct](#).

Without our supporters, volunteers and churches, we would not be able to continue caring for and empowering our overseas partners as they seek to lift themselves and their communities out of poverty. BWAA recognises that giving to an organisation is a very personal decision. We recognise that you place your trust in us through your dealings with us and we will do everything we can to maintain that trust.

HOW WE COLLECT AND USE PERSONAL INFORMATION

BWAA only collects personal information about you that is necessary for our work. The information we collect may typically include your name and address, telephone number, email address, date of birth, payment information about your donation/s, and any communications you have with us.

BWAA may collect this information from appeal letters and response coupons in our supporter news magazine or other communications, website enquiries or donations, lpad sign-ups, event entry forms, telephone and mail enquiries, authorised voice recordings and other response mechanisms and forms.

The information we collect is used to:

- Process donations, commitments and sponsorships
- Issue receipts and donation statements
- Respond to your comments or questions
- Provide follow up information about the work of BWAA
- Provide selected information about sponsored children to their sponsors
- Seek your continued support
- Offer other programs or opportunities that may be of interest to you

- Research your attitudes and understanding of BWAA and our programs, or about aid and development
- Report internally
- Deal with enquiries and complaints made by you relating to our website
- Provide third parties with statistical information about our supporters (but those third parties will not be able to identify any individual supporter from information provided to them)

At any time, you may choose not to receive some or all of our communications and the type of communication. You can do this by calling 1300 789 991, or by emailing us at hello@baptistworldaid.org.au.

Supporters may also choose to give anonymously. However, in that case, tax deductible or other receipts cannot be issued.

BWAA aims to ensure that the information we collect about you is accurate, complete and up-to-date. We may at times contact you to ensure that it is.

DISCLOSURE

In some cases, personal information is supplied to, or collected by, contractors who perform some of these tasks directly on our behalf, (for example mailing houses, which send our appeal letters, or research agencies) who must sign strict privacy and security agreements and are also bound by the Australian Privacy Principles. These agreements ensure that these contractors keep your personal information confidential and do not use it for any other purpose other than the work we have contracted them to perform.

We do not pass on supporters' names or personal information to any other third parties, or publish them in our publications or on our web-site without explicit supporter permission. We do not disclose personal information to overseas recipients.

We may disclose your personal information:

- a) to the extent that we are required by law to do so;
- b) in connection with any ongoing or prospective legal proceedings;
- c) in order to establish, exercise or defend our legal rights (including providing information to others only to the extent required for the purposes of fraud prevention, managing cases of suspected or substantiated fraud, reducing credit risk and as otherwise required);
- d) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information, where in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

HOW WE PROTECT YOUR PERSONAL INFORMATION

BWAA actively seeks to ensure that all personal information we collect is protected from misuse, unauthorised access, modification or disclosure. We use "cookies" to track visits to our website. You are able to disable cookies in your internet browser settings. Find out more about cookies by reading our Website Rules.

We make all reasonable efforts to ensure that your information is stored securely, via our secure password and firewall-protected servers, both in electronic and physical forms, and that only those persons who require access are authorised. Staff are employed on the basis that they will protect information about you. All donations and communications made via our website are secure. All electronic financial transactions entered into through our website are protected by encryption technology.

If you have made a donation to BWAA and have received a receipt for taxation purposes, by law we must keep a record of your details for seven years.

HOW WE PROTECT CHILDREN AND YOUTH

If you are 15 or older, we will normally assume that you can make your own privacy decisions. When you are under 15, we may need to confirm your decision with a parent or guardian.

We also expect you to take particular care with the images of children from our programs, as we do. We request that you respect the consent given by parents or community leaders by not copying these images unless we provide specific permission. Please refer to our Website Rules for guidance on how you may use images from our website and our [Child Safe Policy & Code of Behaviour](#) for further guidance on use of child images generally.

At times we may ask for sensitive information. In the interests of child safety, for any supporter travelling to visit our partners overseas, we will require a national police check among other reference checks.

THIRD PARTY WEBSITES

Our website includes hyperlinks to, and details of, third party websites. We have no control over, and are not responsible for, the privacy policies and practices of third parties.

YOUR RIGHT TO INFORMATION

Whilst we keep all personal information about you secure from others, you may request access to your information at any time. If you would like to know what information we hold about you, or there is an error you would like to correct, please contact our Privacy Officer. We may ask for verification of your identity when you request access to your information. If you wish to have your

personal information deleted, we will take reasonable steps to delete it unless we need to keep it for legal, auditing or internal risk management reasons.

However, BWAA will refuse to give a copy to a supporter in any legal dispute where access is not permitted. Nor will we disclose addresses of sponsored children to supporters or any other information that would enable a supporter to identify the child's private home (see our [Child Safe Policy](#)).

If we use personal information in ways other than as stated in this policy, we will ensure we comply with the requirements of Privacy law.

UPDATING INFORMATION

Please let us know if the personal information that we hold about you needs to be corrected or updated.

IF YOU HAVE CONCERNS OR A COMPLAINT

Respecting your privacy is very important to us and we make every effort to ensure this occurs. However, if you believe we have breached your privacy rights in any way, or you would like to discuss any concerns you may have with our Privacy Policy, we urge you to contact our Privacy Officer. Where you request a response, you can expect to hear from us within 30 days.

The Privacy Officer
Baptist World Aid Australia
Locked Bag 2200
NORTH RYDE BC NSW 1670

Email: privacy@baptistworldaid.org.au
Phone: 1300 789 991

REVIEW AND CONTINUOUS IMPROVEMENT

BWAA is committed to ensuring that policy, systems, procedures and processes are fit for purpose and to that end undertakes a process of continuous review of policy, systems, procedures and processes in relation to privacy and the Australian Privacy Principles. This process of continuous review is how the organisation commits itself to safeguarding not only compliance but within that review process, the best possible outcomes are delivered for our supporters in relation to the information they supply to us and which may be collected as part of the interaction process.

CHANGING THIS POLICY

We may make changes to this policy from time to time without notice. Any changes will be reflected on this page.

This policy was last updated in September 2016.

DOCUMENT CONTROL INFORMATION

Privacy Policy	
Date created and Board-approved	2011
Date last amendment	September 2016 (Approved by Director of Business)
Date next Review	April 2017