

## SurfAid International Australia Privacy Policy

### Introduction and Preamble

Many people provide SurfAid with personal information, which we use for the purposes of our operations, fundraising, communicating with supporters, and maintaining records.

As the holder of people's personal information, SurfAid takes steps to ensure that we collect and use this information for appropriate purposes and hold it securely.

This policy outlines how SurfAid deals with your personal information.

### Purpose

The purpose of this policy is to ensure that SurfAid operates according to legislative requirements and sectoral standards on privacy and security, giving our supporters confidence in providing us with their personal information.

### Scope

This Policy applies to all SurfAid activities and to all SurfAid employees and volunteers. The policy also extends to SurfAid's partners and associated implementing organisations.

### Definitions

*Personal information* - 'Personal information' is any information or opinion that can identify or be used to identify an individual.

*Collection* - Collection is the process of gathering personal information.

*Cookies* - Cookies are small text files (up to 4KB) created by a website that is stored in the user's computer either temporarily for that session only or permanently on the hard disk (persistent cookie). Cookies provide a way for SurfAid's website to recognise you and keep track of your preferences.

## **Policy Statement**

SurfAid International Australia (SurfAid) and its related entities are fully committed to protecting your personal information.

We may revise this Privacy Policy from time to time by publishing a revised version on our website. That revised version takes effect from the time it is published.

## **Policy in Practice**

### **Collection of Personal Information**

We may collect and hold personal information from our donors, supporters, volunteers, contractors, visitors to our field programs, beneficiaries and other individuals.

For example, if you are a donor, we would collect and hold your name, address, e-mail address, phone number and potentially credit card details.

From time to time, we may seek more detailed personal information, such as when we conduct surveys. Provision of more detailed information is purely voluntary.

Personal information in the majority of the time is directly collected from the individual. For example, when an individual makes a donation, sends us an email, signs up for our mailing list, or uses our website.

From time to time we may obtain personal information from third parties. When we do so, we will take reasonable steps to ensure that individuals are aware of the collection of their information in accordance with Australian privacy law.

### **Cookies**

When you use our website, we may collect personal information from you automatically through cookies including: your IP address and or domain name; your operating system (type of browser and platform); and the date, time and length of your visit to the website. We use this information primarily for the compilation of statistical information about the use of our website.

Most web browsers are set by default to accept cookies. However, if you do not wish to receive any cookies, you may set your browser to either prompt you to refuse cookies or automatically refuse cookies.

### **Links/Third Party Websites**

SurfAid's website may contain links to third party websites, and third party websites may also have links to SurfAid's website. Our privacy policy does not apply to external links or other websites. These third party websites may collect your personal information. We encourage you

to read the privacy policies of any website you link to from our website.

## **Anonymity**

You may request us to deal with you anonymously or through a pseudonym. We will accommodate your request if it is lawful and practical for us to do so. For example, it may not be possible for us to process your donations or accept you as a volunteer if you do not provide the necessary personal information.

## **Use of personal information**

We use your personal information primarily to:

- (a) process donations;
- (b) communicate with our supporters;
- (c) recruit and manage staff, contractors or volunteers;
- (d) conduct marketing activities; and
- (e) enable other activities and functions of SurfAid.

If you decide not to provide personal information, we may not be able to perform these activities and functions.

We may use your personal information to send direct marketing messages, or to communicate information relating to SurfAid's work, including our programs and fundraising events. If you do not want to receive further direct marketing messages or communications from us, please select 'unsubscribe' in the email you receive from SurfAid, or contact our team at SurfAid, 681 Barrenjoey Rd, Avalon, NSW 2107, Australia or email [aus@surfaid.org](mailto:aus@surfaid.org) or +61 2 9965 7325. Please allow up to 7 days for us to process your request.

We do not sell your personal information to third parties. Except as provided for in this Privacy Policy we do not make your personal information available to third parties.

## **Disclosure of personal information**

We do not disclose personal information to other organisations unless we believe it is reasonably necessary to conduct the functions and activities of SurfAid, if you give your consent, or if it is required or authorised by law including in emergency situations or to assist law enforcement.

## **Access to personal information outside Australia**

We are an international organisation with internal information sharing between our entities. This means that it is possible your personal information and sensitive information may be shared with our offices based outside Australia.

You give us your consent to disclose your personal information and sensitive information to SurfAid entities outside Australia. You understand that by giving us this consent, you will not be able to seek redress under the Privacy Act if the overseas recipient handles information in breach of the Australian Privacy Principles. You may also not be able to seek redress in the overseas jurisdiction. Your consent however, does not in any way lessen our commitment and the measures we take to protect and secure your personal information and sensitive information.

## **Security of personal information**

We take reasonable steps to ensure the security of personal information by storing it in a secure environment. If contract service providers are used they will be bound by our privacy policy. We require our employees, contractors, and third-party service providers to respect and protect the confidentiality of personal information we hold.

Our electronic database is secured by a firewall and anti-virus software to ensure, so far as practicable, that it is not accessed by unauthorised parties. This website has security measures designed to protect against the loss, misuse and/or alteration to your personal information under our control. Secure pages on our website are protected by a 128-bit SSL certificate. A security icon visible on your screen, for example a padlock, confirms that your browser supports SSL security. Click on the security icon to verify the security certificate on this website.

However, all unencrypted information exchanged via the internet may be accessed and used by people other than those for whom it is intended, for example if you send us any personal information by email it is sent at your own risk.

## **Online donations**

Donations made online on this website are processed in real time using a secure payment gateway. Donations are processed in Australia in Australian Dollars. If you have any questions or concerns about making an online donation to SurfAid please contact our team at SurfAid, 681 Barrenjoey Rd, Avalon NSW 2107, Australia or email [aus@surfaid.org](mailto:aus@surfaid.org) or call +61 2 9965 7325.

## **Access to personal information**

We take reasonable steps to ensure that personal information we collect, hold, use and disclose is complete, accurate, relevant and up-to-date.

If you would like to access or make corrections to your personal information, please contact our team at SurfAid, 681 Barrenjoey Rd, Avalon NSW 2107, Australia or email [aus@surfaid.org](mailto:aus@surfaid.org) or call +61 2 9965 7325. We may ask you to verify your identity before we disclose any personal information.

If you wish to have your personal information removed from our database, we will take reasonable steps to comply with your request unless we need to keep your information for legal, auditing or internal risk management reasons.

In order for us to successfully retrieve your records, please provide us with as much detail as you can about the particular personal information you wish to access or correct. Please allow 7 days

for us to process your request.

## Complaints

If you wish to make a complaint about how we handle your personal information, please see our Complaints Policy, available at our website [www.surfaid.org](http://www.surfaid.org), or contact our team at SurfAid, 681 Barrenjoey Rd, Avalon NSW 2107, Australia or email [compliance@surfaid.org](mailto:compliance@surfaid.org) or call +61 2 9965 7325.

If we become aware of any ongoing issues concerning our privacy practices, we will take these issues seriously and work to address these concerns.

If we fail to resolve your complaint, you may refer the matter to the Australian Information (Privacy) Commissioner (see [www.oaic.gov.au](http://www.oaic.gov.au)).

Approved: February, 2018

Date for next review: February, 2020

---

SurfAid International Australia is a member of the Australian Council for International Development (ACFID) and is a signatory to the ACFID Code of Conduct. The Code requires members to meet high standards of corporate governance, public accountability and financial management. Complaints relating to alleged breaches of the Code of Conduct by any signatory agency can be made by any staff member or member of the public to the [ACFID Code of Conduct Committee](#). More information about the ACFID Code of Conduct can be obtained from SurfAid International and from ACFID at: W: <http://www.acfid.asn.au> E: [code@acfid.asn.au](mailto:code@acfid.asn.au)