

## 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- Ask us to correct inaccurate or outdated information.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](mailto: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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