

PRIVACY POLICY

WRDF is a Company Limited by Guarantee. It abides by State and Federal legislation on privacy.

WRDF respect and protect the privacy of any donors or agencies who deal with us. We recognise the trust that is being placed in us through such relationships. As such we will do everything we can to maintain that trust. Staff are employed on the basis that they will protect personal donor and organisational information. Staff and volunteers of the organisation sign a document safeguarding the privacy of any personal or organisational details held by the organisation.

WRDF also acknowledge that under law such rights to privacy are also protected. The Privacy Act 1988 and general law place strict requirements on us to treat any information given to us as confidential. Such information remains private and is only used for the purposes outlined below.

Information collected and why we collect it

Contact information such as: name; address; phone numbers and email addresses are used to process receipts and to keep donors abreast of any issues or developments we may think would be of interest.

Financial information such as: bank account and credit card details are only used to process transactions.

Sometimes we collect some more personal information about donors such as church attended; age etc. This information is used to build a picture of our donor base for our organisational information only. This information is only collected with full consent and donors are always free to decline to provide such information to us.

The information we collect is always treated as strictly confidential and is never disclosed to a third party without prior consent, or unless required by law. We never make our database available to other organisations.

Opting out of further correspondence

If donors or organisations do not wish to receive any further information on WRDF or to be contacted about our work, they will be given the opportunity to make this election each time information is sent. Donors may also contact our office directly at any time to cancel any further communications.

Security of confidential/private information

The security of donor information is extremely important to WRDF. When we have collected personal/private information, access to such information is restricted to only those personnel who need to maintain communication with donors.

We make all reasonable efforts to ensure that all information is stored securely - both in electronic and physical forms.

If we use external contractors, such as a mailing house to send mail, any personal information disclosed to the contractor remains confidential to us.

Any information which we no longer require is destroyed. An exception to this may be the retention of information for data analysis. However if this occurs then the information will be retained in a form which does not allow anyone to be identified from that information.

Access and correction of information held

It is our policy to give our supporters access to their personal information that is held by WRDF. This is consistent with our commitment to transparency. Supporters and donors may access their personal information at any time by contacting our Office.

If they discover information that is incorrect, incomplete or out of date we encourage them to notify WRDF and we will correct or add the information as soon as possible.

Complaint and dispute resolution procedures:

If donors or organisations believe we have breached their privacy rights in any way, we encourage them to contact the WRDF CEO. The CEO will try to satisfy any questions and correct any errors on our part as soon as is practicable.

You may contact the WRDF CEO via ceo@wycliffefoundation.org.au

If WRDF does not answer such concerns completely to the satisfaction of the complainant, they will be advised of their right to make a complaint to the Privacy Commissioner on 1300 363 992 or at <http://www.privacy.gov.au>.