

Privacy Policy

Palmera

June 2016, version 1



PALMERA

INNOVATING
FOR SUSTAINABLE
LIVELIHOODS



Our Policy

Your privacy is extremely important to Palmera Projects (**Palmera**) with the understanding that personal information is provided in confidence. Palmera aims to ensure that it is transparent as possible in informing all our supporters how we capture data, store it, and most importantly, use it.

We are committed to protecting and securing the privacy and confidentiality of your personal information. Importantly, Palmera is bound by the *Privacy Act 1988* (Cth) (the **Privacy Act**) and the privacy provisions of other legislation. In particular, Palmera adheres to the Australian Privacy Principles (**APPs**) in relation to collecting, holding, using, disclosing, securing and allowing access to your personal information.

This privacy policy provides information about how Palmera manages the personal information we collect, hold, use and disclose. In short, any personal information collected by Palmera is covered by this policy.

Your personal information

“Personal information” is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information is true or not; and
- whether the information or opinion is recorded in a material form or not.

The kinds of personal information collected by Palmera may (but does not always) include:

- the names, contact information (eg mailing address, phone number and email address), date of birth, gender and financial information (eg bank account or credit card details) of our donors;
- details of donors’ donation history, emails, letters and other interactions with Palmera;
- a donor’s employer details in regards to workplace giving;
- the names, contact information and employment and academic history of potential staff or volunteers;
- information in relation to our beneficiaries (including names, address, financial and employment history) that are relevant to the design and implementation of projects; and
- the names and email addresses of persons who subscribe to Palmera's emails.

We may also collect and hold sensitive information of our staff, Board members and volunteers or prospective staff and volunteers, including completed police checks and personal bank account information.

How we collect and store your personal information

Palmera usually collects your personal information directly from you when you provide it over the phone, through our website, by email or through an online form.

This data is always used as aggregated non-personal information and is intended solely to help Palmera improve and enhance its services for our stakeholders. Palmera does not rent or sell this

information to any third party and will only disclose information if it is believed that Palmera has a duty to do so by law.

Palmera takes reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. Any information which Palmera holds is stored (in electronic form) on secure servers that are protected in controlled facilities.

In addition, Palmera employees, contractors and volunteers who provide services related to Palmera's information systems are obliged to respect the confidentiality of any personal information held by Palmera.

When no longer required, personal information is destroyed in a secure manner or deleted.

How we use your personal information

When personal information is collected, Palmera makes every reasonable attempt to inform individuals why information is being collected, to whom the information will be disclosed and the purposes for which the information is to be used. In general, the purposes for which Palmera collects personal information include:

- to process any donations you may send to Palmera;
- to send to you information about Palmera including newsletters, updates and information on projects;
- to update you if Palmera has information that may affect your support;
- to confirm who you are when you contact Palmera;
- to keep you informed about Palmera's work including by mail, email, SMS or telephone;
- to respond to your questions, comments, compliments or complaints;
- to analyse donor activity in order to improve our effectiveness including for quality assurance; and
- to report on our activities including producing the Annual Report.

Online transactions

Palmera uses the online payment gateways for its online transactions. All online transactions performed on this site are secured payments. Your complete credit/debit card number cannot be viewed by Palmera or any outside party.

How to contact us

If you believe that information Palmera hold about you is incorrect, wish to elect not to receive further information, or if you have any queries relating to Palmera's privacy policy, please contact Palmera.

Online: hello@palmera.org

Telephone: +61 410 523 342

Postal address: 57 Chalmers Road, Strathfield NSW 2135, Australia

Palmera reserves the right to change its privacy statement at any time and notify you by posting a revised version on the website.

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