



DOOR OF HOPE AUSTRALIA INC

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DOHA PRIVACY POLICY

Protecting your privacy is very important to us at Door of Hope Australia Inc. (DOHA) because we are committed to valuing people – our supporters and volunteers – as well as the children and communities we serve. Our Privacy Policy below sets out how your personal information is collected, used and protected. The Australian Privacy Principles, the ACFID Code of Conduct and the Payment Card Industry Data Security Standard also apply to us. By providing your personal information you consent to our collection, use and disclosure of that information in accordance with this Privacy Policy.

Collecting information:

We collect and store your name, address, telephone number, email, payment card details (including transaction details/history), date of birth, authorisations, records of your communication and interaction with us. Typically, we collect these types of information directly from you.

We collect information about you when you:

- fill out a form online, in person or sent to you in the mail
- complete a survey, pledge or petition
- contact us by email or social media
- call us
- send us photos or recordings
- make a donation online, over the phone or in person
- go on an field trip with us
- register for services, including services provided by our partners; and/or
- use our digital services

We need certain information to meet your expectations as a supporter; we can't give you a tax receipt or send you information about our programs if we don't have your name, email and address. If you apply to work with us (including as a volunteer) then we will collect information (such as your work experience and references) so that we can make a decision about this.

Using, storing and sharing information:

We will use your information to help us provide, administer, improve and personalise our communications to you (including direct and digital marketing), engage, and manage our relationship, with you.

Sometimes we have to disclose your information to other people for a specific purpose, such as when you need a criminal record check so that you can visit a community. We generally don't disclose your information to anyone else - importantly, we never rent, sell or exchange your personal information without your consent.

We use technologies to deliver our marketing services, including digital services, to provide a more efficient and consistent experience across our services.

Keeping your information safe:

Our website uses secure response forms when we ask for your personal and payment card details and we will take reasonable steps to keep your information secure by having safe systems in place. Under Australian privacy law we are required to delete or de-identify your personal information when we no longer need it unless required by law (or a court/tribunal order) to keep it.

DOHA complies with the Payment Card Industry Data Security Standard (PCI DSS) to ensure all sponsors and donor credit card information is securely transmitted, processed and stored. Our employees and service providers are also expected to keep personal and payment card information confidential and secure.

Resolving your privacy issues:

At DOHA we really value the contribution our supporters make to our work, so if you have a complaint or question please let us know by contacting us on bgrasby@doorofhope.com.au or call 03 9584 9531.

We will contact you within 30 days of receipt of your complaint. After that, if you are not satisfied with our management of your complaint, you can also contact the Office of the Australian Information Commissioner as follows: GPO Box 5218, Sydney, NSW 2001 1300 363 992 enquiries@oaic.gov.au

Reviewing the DOHA Privacy Policy

DOHA Privacy Policy will be reviewed every two years.