



**DOOR OF HOPE AUSTRALIA INC**

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## DOHA PRIVACY POLICY

### 1. Introduction

Protecting your privacy is fundamental to Door of Hope Australia Inc. (DOHA). We value the trust you place in us when you support our work or engage with the communities we serve. This policy outlines how we collect, use, and protect your personal information in accordance with the **Australian Privacy Principles (APPs)**, the **ACFID Code of Conduct**, and the **Payment Card Industry Data Security Standard (PCI DSS)**.

### 2. Information We Collect

We collect information that is reasonably necessary for our activities. This includes:

- **Identity and Contact:** Name, address, telephone number, email, and date of birth.
- **Financial Information:** Payment card details and transaction history (processed in compliance with PCI DSS).
- **Communication History:** Records of your interactions with us, including emails, social media, and phone calls.
- **Sensitive Information:** If you apply to work or volunteer with us, we may collect sensitive data such as criminal record checks, working with children checks, or health information. We only collect sensitive information with your explicit consent.

### 3. How We Collect Information

Typically, we collect information directly from you when you:

- Fill out a form (online, in person, or via mail).
- Make a donation or pledge.
- Contact us via digital services, email, or social media.
- Register for a field trip or service provided by our partners.
- Apply for a position or volunteer role.

## 4. Using and Sharing Your Information

We use your information to:

- **Administer Your Support:** Processing donations and issuing tax receipts.
- **Communication:** Sending updates about our programs, appeals, and marketing (you may opt-out at any time).
- **Improvement:** Analysing data to improve our digital services and supporter experience.

### Our Commitment on Sharing:

- We **never** rent, sell, or exchange your personal information with third parties for their marketing purposes.
- We only disclose information to third parties (like IT providers or mailing houses) where necessary to perform DOHA activities, or when required by law.

## 5. Data Security and Storage

DOHA takes all reasonable steps to protect your data from misuse, interference, loss, and unauthorised access.

- **Encryption:** Our website uses secure response forms for personal and payment details.
- **PCI DSS Compliance:** We adhere to strict standards to ensure credit card information is securely transmitted and stored.
- **Data Retention:** We destroy or de-identify personal information when it is no longer needed, unless we are legally required to keep it (e.g., for financial auditing).

## 6. Access and Correction

You have the right to request access to the personal information we hold about you or to ask us to correct inaccuracies. Please contact us using the details below to make such a request.

## 7. Resolving Privacy Concerns

If you have a question or wish to lodge a complaint about a potential breach of your privacy, please contact:

- **Chairman of the Board:** Bryan Grasby
- **Email:** [bgrasby@doorofhope.com.au](mailto:bgrasby@doorofhope.com.au)
- **Phone:** 03 9584 9531

We will acknowledge your complaint within 7 days and aim to provide a full resolution within 30 days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):

- **Web:** [www.oaic.gov.au](http://www.oaic.gov.au)
- **Phone:** 1300 363 992

## 8. Policy Review

The DOHA Privacy Policy will be reviewed every two years to ensure it remains compliant with evolving Australian privacy laws and ACFID standards.

Last Reviewed: 13<sup>th</sup> March 2026

Next Review: [Date + 2 Years]