

# Parramatta Catholic Foundation – Privacy Policy

The Parramatta Catholic Foundation is committed to upholding the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). This Privacy Policy sets out how we manage your personal information and protect your privacy.

## 1. Definitions

For the purpose of this Privacy Policy,

- a) "Catholic Foundation", "we", "our" and "us" mean the Parramatta Catholic Foundation ABN 65 827 431 161.
- b) "our website" means <http://yourcatholicfoundation.org.au>.
- c) "personal information" has the same meaning as defined in the *Privacy Act 1988*, and generally means any information about you that identifies you or from which your identity reasonably can be determined.

## 2. Why do we collect personal information?

Catholic Foundation carries out fundraising activities and provides services and programs across the Catholic Diocese of Parramatta for the purposes of raising funds to sustain the works of the Catholic Church in Western Sydney and the Blue Mountains – including the formation of seminarians, providing Christian education in public schools, empowering disabled people with job training, supporting deaf people and housing vulnerable single mothers facing homelessness. The Catholic Foundation also supports Holy Spirit Seminary, The Confraternity of Christine Doctrine, the Ephpheta Centre and CatholicCare, Diocese of Parramatta.

The Catholic Foundation also manages The Catholic Fund, which will house gifts such as bequests and donations for special projects.

We collect personal information from you when it is reasonably necessary to enable us to carry out these activities, services and programs and for secondary purposes for which you reasonably expect us to use or disclose your personal information.

Other reasons we collect personal information include:

- Fundraising activities to enable us to fundraise for and support the works, projects, programs and services carried out within the Catholic Diocese of Parramatta, some of which are mentioned above;
- Collecting and managing donations, including one-off and recurring donations;
- Keeping our supporters and donors informed as to our activities, programs and services in different ways, for example, by way of newsletters, social media etc;
- Developing or evaluating our activities, services and programs to better achieve our purposes and mission;
- Responding to queries or comments from the public;
- Managing our business, including our website; and
- Complying with our legal obligations.

The Catholic Foundation has assumed responsibility for the Diocesan Works Fund, Diocese of Parramatta. The personal information of persons who had previously donated to the Diocesan Works fund, including names, contact details and donation amounts and history, will continue to be maintained by the Catholic Foundation pursuant to the terms of this Policy.

### 3. What kinds of personal information do we collect?

The type of information we may collect and hold varies depending on the purpose for which it is collected (see above). We may collect personal information like your name, title, address, email address, date of birth, gender, religious affiliation, occupation, contact details, payment details, financial information (including credit card data), information about when and how you have donated to us, participated in our activities or used our services and programs.

The type of information we collect might also depend on your relationship to us, including (amongst others):

- a) Donors and supporters: as a supporter, donor or participant of our fundraising activities, we may need to collect your name, date of birth, contact details and financial information such as your bank account and/or credit card details in order to process your donation or set up a direct debit system for recurrent donations.
- b) Employees and volunteers: as an employee or volunteer for the Catholic Foundation, we may need to collect information about your name and contact details, bank account and taxation details, qualifications, previous experience and emergency contact details.
- c) Website user: Our website uses cookies and other digital identifiers. These include:
  - site performance identifiers: these give us information about how our website is used. This helps us provide you with a more user-friendly experience.
  - analytics cookies: we use these to gather statistics about our website. For example, Google analytics help us monitor how many users are on the site and what sections are most popular.
  - advertising cookies: we use these cookies to improve our understanding of the kind of advertising that may be relevant to your aggregated segment.
  - other cookies or digital identifiers so that when you visit third party websites, relevant advertising from the Catholic Foundation can be displayed to your aggregated segment.

It's important to know you can clear or disable cookies or digital identifiers from your device by changing the security settings on your web browser. However, doing this might mean that parts of our website may not work as it should.

You can always choose not to provide your personal information to us or you may just want to deal with us anonymously or by using a pseudonym. If this happens, we may not be able to provide you with the information you asked for or give you the level of service you expect.

### 4. How do we collect your personal information?

We collect information from you in different ways. Our usual practice is to collect personal information directly from you. For example, you might:

- fill out a form, subscribe to our newsletter or sign up to be a donor on our website;
- correspond with us via social media messages or conversation;
- participate in one of our fundraising campaigns in which you give your personal information to us online, or to one of our representatives in person or on the phone; or
- participate in one of our off-line campaigns or projects in which you will give your personal information to one of our representatives in person.

In most cases, we require you to consent specifically to any collection, use or disclosure of your personal information by us. Your consent may be explicit, such as in writing or verbally, or may be implied by conduct.

At or around the time your personal information is collected, we will take reasonable steps to bring this Privacy Policy to your attention. Generally, however, having made you aware of our Privacy Policy, we will assume that you have read and agree to the terms of the Privacy Policy unless you inform us of any specific objections or your non-consent in writing.

We may also collect personal information from other parties, such as from our supporters and donors, who may be a friend or family member of yours who decide to supply us with your personal information because they think you might be interested in supporting our cause.

We will take reasonable steps to make sure you know we have your personal information, how we got it and how we'll handle it.

## **5. How do we handle your personal information?**

### Storage

The personal information we hold may be stored in many forms of media, including the following:

- your written correspondence to us;
- audio and/or visual data containing your personal information;
- receipts and/or transaction or donations records in relation to your financial support of our fundraising activities; and
- legal documents and information you provide to us in connection with your volunteering for or employment with the Catholic Foundation or as a recipient of, or participant in, one of our activities, services and programs.

We may keep copies of the above documents (in physical or electronic form, at our election) as is necessary to carry out our functions and activities and provide our services and programs.

### Security

We take the security of your personal information seriously. Security measures we take include, but are not limited to, the following:

- all personal information is securely stored at all times by us or an authorised external service provider;
- frequent use of virus scanning tools;
- our fundraising database is protected by secure user IDs and passwords, to help protect it from misuse, unauthorised access, modification or disclosure; and
- only authorised people who need to have access to your personal information will have access to it.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any guarantee regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

## **6. How do we use/disclose personal information?**

### Use by the Catholic Foundation and the Diocese of Parramatta

Normally, we would use your personal information for the purpose(s) that it was collected, for any secondary purposes directly related to that primary purpose(s), or to comply with our legal obligations.

The personal information will be used internally within the Catholic Foundation by authorised officers and will also be used to contact you directly from time to time for such purposes.

### Disclosure to other third parties

If necessary to carry out our functions and activities and provide our services and programs, we may need to disclose your personal information to external service providers (such as information technology service providers, legal service providers, mailing houses, call centres, fundraising agents and companies, etc).

We will take reasonable steps to ensure that external service providers and third parties only use your personal information that we provide for the purpose(s) for which you have given us your personal information (for example, we may need to disclose your personal information to a fundraising agent to enable them to do their job of fundraising for us) and to not share it further with another party unless it is necessary to do so.

We may also disclose your personal information when we are legally required to do so.

We will never sell your information to third parties.

### International disclosure

We do not normally send your information overseas except in limited circumstances when necessary for the operation of our organisation. Such circumstances may include:

- we may engage external suppliers for fundraising and database support that we contract with to assist with fundraising and the administration and management of Catholic Foundation;
- we may engage contractors located overseas for the limited purposes of storing personal information (including the storage of financial information in a cloud-based accounting program) and ensuring that such information remains accessible upon demand;
- when you communicate with us through a social network service such as Facebook or Twitter, the social network provider and its partners may collect and hold your personal information overseas.

### Advertising and Opting Out

Catholic Foundation may use your personal information to send you promotional or marketing material from time to time. We may send you material that we believe would be of interest to you by mail, phone, email, text, and online via the internet and in apps, unless you tell us not to.

We'll make sure that any marketing emails, texts and letters we send you clearly tell you how to opt out.

You can opt out of receiving online promotional or marketing material at any time by following the opt-out instructions on the materials you received or by contacting us via the contact details in section 8 below.

There are some types of marketing we can't control on an individual basis, like general letterbox drops or online ads that are not targeted specifically to you.

## **7. Access to your personal information**

You have a right to access your personal information held by us. Furthermore, as we aim to hold accurate, up-to-date and complete records of your personal information, you are encouraged to contact us to update your records should they change from time to time.

We will always confirm your identity before giving access to your personal information.

There are circumstances under Australian privacy laws where we may not give you access to the personal information we hold about you. For example, we can't give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety.

There is generally no cost for accessing the personal information we hold about you, unless the request is complex or resource intensive. If there is a charge, it will be reasonable and we will let you know what it is going to be so that you can agree to it before we go ahead.

## 8. Contact Us

If you need to contact us for any reason in relation to this Privacy Policy or your personal information (whether it be if you need to update your information, access your information, ask a question about how we handle your personal information, make a comment about this Privacy Policy or to make a privacy complaint), you can contact us via the methods set out below.

Address: Parramatta Catholic Foundation  
12 Victoria Road  
Parramatta NSW 2150

Email: [yourfoundation@parracatholic.org](mailto:yourfoundation@parracatholic.org)

Phone: +61 2 8838 3482

If you make a complaint about privacy, we will acknowledge receipt of your complaint, and try to investigate and respond to you within 30 days. If you are unhappy with the outcome, you can lodge a complaint with the Office of the Australian Information Commissioner.

## 9. Changes to this Privacy Policy

This Privacy Policy was last updated on: **11 April 2018**

If this Privacy Policy changes, the revised Policy will be posted on our website. Please check back periodically, and especially before you provide any personal information. Your continued use of our website following any amendments to it will confirm your acceptance of such amendments.