



<b>Policy</b>	Privacy Policy
<b>Reference #</b>	PP-1
<b>Approval date</b>	07/05/2021

### 1. Privacy statement

Lucy's Project ("our", "we", or "us") administers privacy processes consistent with the guidance provided by the Office of the Australian Information Commissioner. We value the trust of our supporters, partners, volunteers, and donors and will protect all personal information provided to us.

Please read the following Privacy Policy to understand what personal information you provide us with, how this information is used, and how we manage your information.

### 2. Scope of this policy

This Privacy Policy explains how we collect and process personal information.

### 3. The personal information we collect

By providing your personal information to us, you confirm that you have agreed to collect, use, and manage your personal information consistent with this policy.

We collect personal information from you when you:

- receive our products or services
- donate
- become a member, volunteer, or employee
- apply for employment
- provide us with products or services
- submit a query or request to us
- respond to a survey or fill in one of our forms
- interact with our internet or social media content
- engage or partner with us on a shared business, research, social, or other activity

The kinds of personal information that we may collect and hold about you includes:

- identifying information, such as your name and date of birth
- records of our interactions with you
- contact information, such as your address (including city, country, and postcode), mailing preferences, email, and telephone number(s)
- financial information, such as credit card, bank account or other payment details
- details of products or services that you provide to us
- usernames and passwords that you create when registering for an account with us
- social media handles and other social media profile information that you make available to us or the public

We collect personal information by tracking your use of our websites and mobile applications (in which case we may also collect information about your IP address, location, or activity). This information enables us to monitor how you use our website.



#### **4. How we use personal information**

We collect and use personal information for one or more purposes. These may include:

- providing assistance through our programs and initiatives
- managing our relationship with you, including confirming your identity, responding to any queries or requests, and contacting you for follow-up purposes
- enabling us to provide our products and services
- assisting us in raising funds, including (but not limited to) direct fundraising, memberships, and bequests
- analysing the use of our products and services, including quality assurance activities
- providing education and training, both internally and externally
- processing and accounting for donations
- providing information about our activities
- managing and developing our business and operational processes and systems
- managing and resolving any legal or commercial complaints or issues
- complying with our legal obligations
- performing other functions and activities relating to our business

We may also use and disclose your information following your request or instruction.

#### **5. Sharing of personal information**

Lucy's Project does not share your personal information with other organisations, international entities, or partners.

Unless we are required to do so for legal reasons, we will never intentionally give out your details to anyone else. Your personal information is important to us and will never be rented, sold, shared, or otherwise exchanged by Lucy's Project.

#### **6. Use and storage of photographs and video footage**

Lucy's Project stores photographs and video. These may have been taken by staff during our events or through the course of their duties. This content may be used on our social media or for promotional purposes.

Where an individual or a small group of individuals are the focus of the photograph or video clip, we will gain verbal and/or written consent to use the material.

We may store photographic and video material indefinitely. You can request that a photograph or video clip of yourself be removed. However, where the material has already been used, no action will be taken to retract the existing publications of the material, only the future use of the material.

#### **7. Treatment of donation information**

We are grateful for the support we receive from our donors. When donors choose to donate online, Lucy's Project will use a third-party provider to collect payment card information on our behalf. We do not store payment card details electronically ourselves, but the third-party providers may do so temporarily for one-off gifts or longer for recurring donations.

#### **8. Security of personal information**

We maintain up-to-date software to protect our computer systems from unauthorised access, and take all reasonable steps to ensure that your data is stored and processed securely per this policy.



We operate an industry-recognised data management system that has restricted users directly accountable to Lucy's Project. All our electronic files containing personal information are encrypted and secured with password protection, except for photographs and video clips, which may be stored securely but unencrypted. All paper-based personal information is held securely.

We store personal information records within cloud-based data resources. However, due to the nature of cloud-based systems, we cannot guarantee that the data is held and processed within Australia.

## **9. Accessing your personal information**

You are entitled to review the personal information that we hold about you. You may ask us to make any necessary changes to ensure that personal information about you is accurate and kept up to date.

If you would like:

- any further information about the personal information that we collect, the purposes for which we collect it, or how we protect it
  - a copy of the information we hold about you
  - to verify the information we hold about you
  - to update or correct your personal information
  - to anonymise your personal information
  - to object to our use of your personal information
  - to restrict our use of your personal information,
- please contact us at [info@lucysproject.com](mailto:info@lucysproject.com) or via PO Box 1023, Lismore, NSW, 2480.

To ensure your information is only given to you, we will ask you to follow an access procedure, including steps to prove your identity.

In some cases, we may not be able to provide information in response to your request. For example, this could happen if it would interfere with the privacy of others or result in a breach of confidentiality. In these cases, we will let you know why we cannot comply with your request.

## **10. Complaints**

We aim to meet the highest standards to safeguard your privacy. If you become concerned about our management of your personal information, please contact us at [info@lucysproject.com](mailto:info@lucysproject.com) or via PO Box 1023, Lismore, NSW, 2480. We will record your complaint or query and address the matter as soon as we can.

Any apparent breaches of personal data security will be investigated and overseen by a delegated representative of the Lucy's Project Executive Team.

If we have not responded to you within a reasonable time or if you feel that your complaint has not been resolved to your satisfaction, you are entitled under the Privacy Act to make a complaint to the Office of the Australian Information Commissioner.

## **11. Policy changes**

We may make changes to this Privacy Policy from time to time to consider changes to our practices and procedures or, where necessary, to comply with new laws and regulations. You should refer to the Privacy Policy from time to time to keep yourself up to date about how we obtain, store, and manage your personal information.