

International Help Fund Australia (IHFA) bound by the National Privacy Principles in the Privacy Act 1988 (Commonwealth) to ensure your privacy is protected.

The Information we may store if you have provided it to us:

- Your contact information-name, address, email address, phone number, mobile phone number.
- Your date of birth, gender, income, occupation.
- Your bank account or credit card details.
- Your IHFA membership number.
- A history of your donations, correspondences and other interactions with IHFA.
- Your employer details, if you participate in work place giving

How we collect information

- Directly from you when you provide information by phone, in person, via our website, or from response forms
- From publicly available sources of information.
- From third parties who organize fundraising activities on our behalf
- From our own records of how much you have donated or your level of interaction with our services
- From a third party known to you who makes a donation and gives it to you or nominates you as the recipient of communication regarding that donation
- From credit card providers where we seek authorization for your payment

How we use information

Your personal information may be used to:

- Process your donation and provide receipts
- Provide you with confirmation of your donation
- Provide you with information on how your donation is used
- Confirm your identity when you make enquiries about your donation
- Communicate with you about the work that IHFA is undertaking
- Answer your questions
- Respond to any feedback or complaints you may have
- Develop, improve and market our range of causes which we believe may be of interest to you.

It may also be used for:

- Any purposes for which it was requested
- Directly related purposes.

If you do not want IHFA to communicate with you about activities other than the one you engaged in, please call (02) 93898707 or email info@internationalhelpfund.org

If you choose to give us your email address, we will try to communicate with you via email.

If you agree we will send you email newsletters and other email regarding IHFA's other causes. You can unsubscribe from our mailings at any time by advising us by Email.

IHFA does not rent, sell or give your information to other organisations without your direct consent. If you take advantage of any offer from a third party organization, communicated via IHFA and you become their customer, they may send offers to you.

When do we disclose personal information?

If you become a child sponsor, personal details such as your name and address will be given to the office in the country where your sponsored child lives, so that they can send you annual progress reports and so that your sponsored child can respond to any correspondence you may send. In order to ensure your privacy in countries outside Australia we depend on you following our guidelines as issued from time to time, with regard to communicating and visiting sponsored children.

In order to communicate with you in relation to the activities IHFA, we may disclose your personal information to external organisations. The functions of such external organisations may include:

- Mailing operations
- Telecommunication services
- Payment of donations or products and services.
- Market research
- Website usage analysis
- Information technology services
- Email services
- Call centre operations

We take reasonable steps to ensure these external organisations are contractually bound to privacy and confidentiality obligations in relation to your personal information and that it is only used for the specific purpose for which we supply it.

We may disclose your personal information to:

- Credit providers
- Credit reporting and fraud checking organisations
- An authorized legal representative nominated by you
- Our accountants, auditors and lawyers
- Law enforcement, government or other organisations, as required by law, particularly in relation to protecting the privacy and protection of children

How long do we keep your information?

We will keep and use your information after you have provided a donation, or interacted in some other way with IHFA. How long we hold and use the information after you have ceased donating or interacting with us will depend on such factors as the type of interaction you had with IHFA and any requirements under law.

Links with other sites

IHFA contains links to other sites. Other sites may also have links to our website. In either case, we are not responsible for the content, privacy practices or business practices of any website or company except our own.

Changes to your information

If you want to change any information that you have previously given us, or to stop future communications, you can:

1. Email info@internationalhelpfund.org
2. Call us on (61-2) 93898707
3. Mail to:
International Help Fund Australia
PO Box 1373. Bondi Junction.1355
NSW. Australia
4. When contacting us to change your details, please include the following information:
 - Contact details (name, postal address, telephone number);
 - IHFA membership number (if you have one).

Right of access

You have a right of access to the personal information that IHFA holds about you. Requests for right of access should be sent to the above address.

Changes to this privacy statement

We may make changes to this policy from time to time without notice. Any changes will be reflected on this page.

If you need more information

If you have any questions or comments about this privacy statement or if you have a complaint about a breach of your privacy, you can contact us by:

1. Sending an email to info@internationalhelpfund.org
2. Calling us on (61-2) 93898707
3. or Posting a letter to:

Attention:

International Help Fund Australia
PO Box 1373. Bondi Junction.1355
NSW. Australia