



HERE IF YOU NEED FOUNDATION LTD

PRIVACY POLICY

1. PURPOSE

This policy outlines how HERE IF YOU NEED collects, uses, and protects your personal information. We respect your right to privacy and are committed to complying with all relevant Australian privacy legislation, including the Australian Privacy Principles (APPs). By using our website, forms, or payment portals, you agree to the terms of this policy.

This policy may change over time as we modify or expand our services, so we encourage you to check back from time to time.

2. COLLECTION OF PERSONAL INFORMATION

2.1. What and When We Collect It

We only collect personal information that is reasonably necessary for our functions or activities. We collect your contact information (e.g., your email address, mailing address, and telephone number) when you choose to share it through our forms or payment portals. We also collect your IP address to help diagnose server problems and gather broad demographic information.

2.2. Anonymity

Where it is lawful and practicable, you have the option of not identifying yourself or using a pseudonym when dealing with us. For instance, you can browse our website anonymously. However, for us to process payments or provide services to you, we will need to collect personally identifiable information.

3. HOW WE USE AND DISCLOSE YOUR INFORMATION

3.1. We use your personal information to provide you with a customised experience and to deliver our services. This includes:



- i) **Customised Experience:** We may use your information to maintain consistent contact, provide necessary program information, and update you on the usage of your funds or contributions.
- ii) **Email:** We may send you email messages to inform you of special events or services. All mass electronic communications include an option to **opt out** at any time. We do, however, reserve the right to communicate with you directly if you have submitted your contact information.
- iii) **Program Partners:** We share some of your information with our program partners to help them design the right experiences for you as part of our volunteering initiatives. This may include your name, email address, interests, and professional background, allowing participants to know who else is in their group.

3.2. We do not sell or rent your personally identifiable information to third parties for their own purposes. We may, however, disclose your information to third parties who perform services for us (such as our credit card payment processors) and who are bound to protect your information.

- 3.3. We may also disclose your personal information if required to do so by law, or if we have a good faith belief that disclosure is necessary to:
- i) Comply with the law or legal processes.
 - ii) Protect or defend our rights or property.
 - iii) Act in an emergency to protect someone's safety.

4. CROSS-BORDER DISCLOSURE

We may disclose your personal information to international service providers or partners. By providing us with your personal information, you consent to this disclosure. We take reasonable steps to ensure that these overseas recipients handle your personal information in a way that is consistent with the Australian Privacy Principles. The countries where overseas recipients are likely to be located include India and Nepal.

5. DATA QUALITY AND SECURITY

We take reasonable steps to ensure that the personal information we collect, use, and disclose is accurate, complete, and up-to-date. We use third-party credit card processors for payments. Your credit card information is not entered or stored by



HERE IF YOU NEED but is transmitted directly to the processor via SSL encrypted links.

We also take reasonable steps to protect all personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. When your personal information is no longer needed for the purpose for which it was collected, we will take reasonable steps to destroy or permanently de-identify it.

6. ACCESS AND CORRECTION OF YOUR INFORMATION

You have the right to request access to the personal information we hold about you and to request that it be corrected if you believe it is inaccurate, incomplete, or not up-to-date.

To request access to your information or to have it corrected, please contact us using the details below. We will respond to your request within a reasonable timeframe and will not charge you for making the request.

7. HOW TO MAKE A PRIVACY COMPLAINT

If you believe that we have breached the Australian Privacy Principles, you have the right to make a complaint. Please submit your complaint in writing to the contact information below.

We will acknowledge your complaint within 7 days of receipt and will aim to resolve it within 30 days. We will investigate your complaint and take steps to address the breach if we find that one has occurred. If you are not satisfied with our response, you may take your complaint to the Office of the Australian Information Commissioner (OAIC).

8. OTHER IMPORTANT INFORMATION

- 8.1. Children's Information:** We do not knowingly collect personal information directly from children without the consent of a parent or guardian. Children can access our services through an adult or an institution that assumes responsibility for them. Our Child Protection
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Policy ensures children are always de-identified in our public communications and that we comply with relevant policies in their country of residence.

- 8.2. **Social Media:** We may use social media and messaging apps (e.g., Facebook, WhatsApp) to communicate with you. These third-party sites are not maintained by HERE IF YOU NEED, and their privacy policies will overrule ours regarding their handling of your information.
- 8.3. **Sharing Apps:** We may have access to information through sharing apps like Photocircle. All information collected through these apps, excluding personally identifiable information, becomes our property and can be used for marketing. We will electronically destroy or request the removal of photos that can identify a child.
- 8.4. **Links to Other Sites:** Our portals may link to other websites not maintained by us. We are not responsible for the content or privacy policies of those sites. This privacy policy applies only to our site.

9. CONTACTING US

If you have any questions, comments, or complaints about this privacy policy or our privacy practices, please contact us:

- **Email:** liz@hereifyouneed.org
- **Phone:** +61 0414506751
- **Mail:** 6 Hunt Club Road, Narre Warren South, Vic, 3805

10. ACCEPTANCE OF PRIVACY POLICY

Your use of any of our services is subject to this privacy policy. We reserve the right to modify this policy at any time by posting the changes on this page. Your continued use of our services following the updated policy will constitute your acceptance of the changes.

11. EFFECTIVE DATE

This privacy policy was last revised on September 20, 2025.