

INTRODUCTION

This document is our privacy policy and it tells you how we collect and manage your personal information.

The Queen's Fund is strongly committed to the protection of the privacy and confidentiality of your personal information.

How do we use and collect your personal information?

Supporters

Supporters of The Queen's Fund include:

- referring agencies;
- donors to the Queen's Fund (either monetary or in kind); or
- a subscriber to our newsletters and updates (**Supporters**).

If you are a Supporter of The Queen's Fund, we may collect your personal information when you give it to us directly, either by telephone, mail, email or through your access and use of our website. We need this information to respond to your application(s) or enquiry, send you a receipt and thank you for your donation.

Below are some examples of information that we may collect and hold:

- name;
- address, email address and phone number(s);
- credit card or bank account details; and
- donation history.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

Clients

Individuals referred to us by a referring agency for financial assistance are clients of The Queen's Fund (**Clients**).

If you are a Client of The Queen's Fund, we may collect your personal information when a referring agency applies to us for a financial grant on your behalf. We need this information in order to provide you with the best possible assistance and:

- to assess if you are eligible to receive a grant from The Queen's Fund;
- to determine the amount of the grant you are to receive from The Queen's Fund;
- for internal reporting purposes;
- to assess the effectiveness of the grants we give; and
- to assess the nature of need in the Victorian community.

We may also use your personal information for the purpose of preparing case studies and statistics which are included in application and acquittal reports which we give to philanthropic organisations who fund us, and in our annual report and in publications on our website. However, when we use your personal information for this purpose, your personal information will always be de-identified prior to use. Individual clients will not be identified in any of these documents.

Disclosure of your personal information

We will not sell or rent personal information of any of our Supporters or Clients.

Supporters

Personal information of Supporters will not be disclosed to any third party except:

- professional advisors to The Queen's Fund such as accountants, solicitors, business advisers and consultants and their employees; and
- contractors or service providers for the purposes of operation of our website including, without limitation, data and web hosting providers, IT systems administrators, payment processors and electronic network administrators;
- your financial institution if required for direct debit or credit card transactions; or
- if we are required to do so by law.

Clients

Client personal information will not be disclosed to any third party except:

- professional advisors to The Queen's Fund such as accountants, solicitors, business advisers and consultants and their employees; or
- if we are required to do so by law.

Do we disclose your personal information to anyone outside Australia?

Our data hosting and other IT service providers are located in Australia, Japan and the United States.

Security

We will take all reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

Direct marketing materials

We may send Supporters direct marketing communications and information about The Queen's Fund that we consider may be of interest to you. We do not provide personal information to other organisations for the purpose of direct marketing.

Accessing and correcting your personal information and communication preferences

We will always try to ensure that the information collected about you is accurate.

You may:

- request access to any personal information we hold about you at any time;
- update or correct the information we have collected about you;
- opt-out of receiving marketing communications from us; or
- let us know of your preferences for how we communicate with you,

by contacting our Privacy Officer at:

Privacy Officer

The Queen's Fund

Post: GPO Box 2412, Melbourne 3001

Email: enquiries@queensfund.org.au (Attention: Privacy Officer)