

PRIVACY STATEMENT

This privacy statement relates to personal collection collected by The Queen's Fund. The Queen's Fund is strongly committed to handling personal information in accordance with the Privacy Act 1988.

COLLECTION OF PERSONAL INFORMATION

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.

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.

CONSEQUENCES IF PERSONAL INFORMATION IS NOT COLLECTED

If we are unable to obtain the personal information we need about you, we may be unable to respond to your application in support of The Queen's Fund (if you are a Supporter), or unable to respond to your request for assistance (if you are a Client).

DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

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.

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;
- if we are required to do so by law.

CROSS-BORDER DISCLOSURE

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

PRIVACY POLICY

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

To access the personal information we hold, find out more about how it is handled, or if you do not wish to receive any direct marketing communications from us, please view our Privacy Policy online at **www.queensfund.org.au**. Our Privacy Policy also contains information about how to make a complaint regarding privacy.