PRIVACY POLICY

International Needs Australia is a company limited by guarantee incorporated under Australian Corporation law.

The organisation collects and uses information that is often private in nature, and commits to protecting the confidentiality of such information. This policy complies with the Privacy Act 1988 and Privacy Regulation 2013, including the Australian Privacy Principles.

GENERAL STATEMENT OF INFORMATION HANDLING POLICIES:

All persons who deal with INA have a right to know their personal information is kept private. INA recognises the trust placed in the organisation and does everything possible to maintain that trust. All staff, Board Members and volunteers commit to the protection of personal information held by the organisations. Any concerns or inquiries regarding privacy will be attended to respectfully and promptly.

The information provided to INA remains confidential and is only used for the purposes outlined below.

WHAT INFORMATION IS COLLECTED AND WHY:

Contact information, such as name, address, phone numbers and email addresses are used to process receipts and to inform supporters of any issues or developments they may have an interest in.

Financial information such as bank account and credit card details are used to process transactions. Such information will be retained for no more than legally required after supporters cease donating to INA.

Sometimes INA will collect more personal information such as: church affiliations, age etc. to build a picture of the donor base for organisational information only. This information is collected with consent and supporters may decline to provide this.

Donors have the right to make donations anonymously. The information collected by INA is treated as strictly confidential and is never disclosed to

a third party without prior consent, or unless required by law. INA's database is not available to other organisations.

OPTING OUT OF FURTHER CORRESPONDENCE:

Each time information is sent to supporters they will be given the opportunity to elect not to receive any further information on International Needs Australia. Supporters may contact the office directly at any time to cancel further communications.

HOW THIS INFORMATION IS HELD:

When INA has collected information about supporters, this information cannot be seen or modified by anyone else. INA will make all reasonable efforts to ensure that all confidential information is stored securely - both in electronic and physical forms.

If and when INA employs external contractors, such as a mailing house, any personal information disclosed to the contractor remains property of INA by written contract. Any information which is no longer required is destroyed. An exception to this may be the retention of information for data analysis relevant to business.

HOW SUPPORTERS CAN ACCESS AND CORRECT THE INFORMATION HELD:

All supporters have access to the information held about them. This is consistent with INA's commitment to transparency.

Supporters may access their information at any time, and INA will attempt to provide the information in the requested format. Any supporters wishing to know what information INA holds about them should contact the office. If a supporter discovers this information is incorrect, incomplete or out of date INA should be notified, and the information will be corrected or added as soon as possible.

COMPLAINT AND DISPUTE RESOLUTION PROCEDURES:

Any supporters who believe INA has breached their privacy rights in any way, or who would like to discuss this privacy policy should contact the Chief Executive Officer. INA will try to satisfy any questions and correct any

errors or outdated information. Alternatively supporters may lodge a formal complaint through INA's complaints handling procedure (accessible on the website).

If INA does not answer privacy related concerns to the satisfaction of the complainant, they have the right to make a complaint to the Privacy Commissioner. The Privacy Commissioner may be contacted on 1300 363 992 or at http://www.privacy.gov.au.