



PRIVACY POLICY

Privacy and One Heart Foundation

This Privacy Policy explains how One Heart Foundation collects, uses, discloses, and otherwise handles personal information in accordance with the Australian Privacy Principles (APPs) which are contained in the *Privacy Act 1988 (Cth)* (Privacy Act).

For the purposes of this policy, 'personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

If you have any questions or feedback about this policy or the way in which One Heart Foundation handles personal information you can contact us on the details below. You can also request a hard copy of this policy using the details below.

Contacting us

One Heart Foundation

Mail: c/o L9, 700 Swanston Street, Carlton, 3053

Email: hello@oneheart.co

Telephone: +61 3 9397 3641

What types of personal information do we collect?

The types of personal information that we collect about you will depend on the type of dealings you have with us. For example, if you:

- Donate or sponsor through One Heart Foundation, we may collect your name, contact details, details of your donation, and payment details.
- Register for a subscription to a One Heart Foundation publication, we may collect your name, organization, and contact details and details about the information you access in our publications.
- Send us an enquiry, we may collect your name, contact details, and details of your query.
- Apply for a role at One Heart Foundation, we may collect the information you include in your application, including your cover letter, resume, contact details and referee reports.
- Participate in International Trips, we may collect personal information pursuant to purchasing and organising aspects of your trip.



Sensitive information

Some personal information, such as information relating to racial or ethnic origin, religious beliefs or affiliations, health information (including mental health information and information about a disability), genetic information and whether or not you have a criminal record is sensitive and requires a higher level of protection under the Privacy Act. We may collect your sensitive information when we have your consent and when the collection is reasonably necessary for us to carry out one or more of our functions or activities.

What if you don't provide us with your personal information?

In some circumstances we allow individuals the option of not identifying themselves, or of using a pseudonym, when dealing with us (for example, anonymous donations; but in this case, we may not be able to issue a tax-deductible receipt).

How do we collect personal information?

We collect personal information in a number of ways, including:

- through our websites (for example, if you choose to donate to One Heart Foundation online through our secure payment gateway)
- when you correspond with us (for example by letter, fax, email or telephone)
- on hard copy forms
- in person (for example, at job interviews)
- at events and forums.

Why do we collect personal information?

The main purposes for which we collect, hold, use and disclose personal information are set out below.

- Education, information, and outreach
- Fundraising
- Seeking funding and donations
- Organising fundraising events
- Reporting to funding providers
- General administration
- Recruiting staff, contractors and volunteers
- Processing payments
- Answering queries and resolving complaints.

Direct marketing



Direct marketing is the promotion of goods and services directly to you including through emails, SMS, phone calls and the post. We will only send you direct marketing materials if you would reasonably expect to receive them or you have consented. If it is impractical to gain your consent, we will always provide a simple means for you to request not to receive the material ('opting out'). We will not use your sensitive information for the purposes of direct marketing unless you have given us prior consent.

Opting out

You can opt out of receiving marketing communications from us by:

- advising us if you receive a marketing call that you no longer wish to receive these calls;
- using the unsubscribe facility that we include in our commercial electronic messages (such as email and SMS) to opt out of receiving those messages, or
- contacting us by email at hello@oneheart.co

Storage and security of the information we hold

We hold personal information in electronic formats.

Copies of your documents will remain on your file with us and will generally be kept for a minimum of 7 years.

The security of your personal information is important to us and we use the recommended industry standards when storing and dealing with your personal information. We use a secure, cloud-based technology to store and process any financial transactions.

The steps we take to secure the personal information we hold include:

- website protection measures (such as encryption, firewalls and anti-virus software)
- access restrictions to our computer systems (such as login and password protection)
- staff training and implementation of workplace policies and procedures that cover access, storage and security of information.

Website security

While One Heart Foundation strives to protect the personal information and privacy of users of our website, we cannot guarantee the security of any information that you disclose online and you disclose that information at your own risk. If you are concerned about sending your information over the internet, you can contact One Heart Foundation by telephone or post (details under 'Contacting Us').



You can also help to protect the privacy of your personal information by letting us know as soon as possible if you become aware of any security breach.

Access and correction to personal information

We will take reasonable steps to provide you with access to your personal information. We may however charge a fee to cover our reasonable costs of locating the information and providing it to you.

We will take reasonable steps to correct your personal information if we are satisfied that it is inaccurate, out of date, incomplete, irrelevant or misleading.

Requests to access and correct your information should be made by email, post or phone using the details provided under the 'Contacting Us' heading. Note that we will need to verify your identity before processing your request. We will endeavour to respond to your request within 30 days.

Complaints

If you have a complaint about how One Heart Foundation has collected or handled your personal information, please contact our Privacy Officer using the details provided under the heading 'Contacting Us.'

We will ask you to complete a Privacy Complaint Form, which provides us with the details we need from you to assess your complaint. We can assist you with completing the Form if required.

We will endeavour to respond to your complaint within 30 days of receipt of the Privacy Complaint Form (while complex cases may take longer to resolve, we will keep you updated on the progress of your complaint).

If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner.