

# Privacy Policy

Fair Go Health Foundation Limited ABN 92 694 700 751

## 1. Introduction

Fair Go Health Foundation Limited (“we”, “us”, “our”) is committed to protecting the privacy of our donors, supporters, volunteers, beneficiaries, and visitors to our website. We comply with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, store, and disclose personal information.

## 2. What personal information we collect

We may collect the following types of personal information:

- Name
- Email address
- Phone number
- Postal address
- Donation history and payment details
- Communication preferences
- Information provided through forms, emails, or phone calls
- Website usage data (analytics, cookies)
- Any information required for issuing **DGR donation receipts**
- Sensitive information (e.g., health information) **only when necessary and with consent**

## 3. How we collect personal information

We collect information when you:

- Make a donation
- Request a tax-deductible receipt
- Contact us by email, phone, or online
- Subscribe to updates or newsletters
- Register for events or volunteer
- Visit our website
- Interact with us on social media
- Provide information to us directly or indirectly

We may also collect information from publicly available sources where appropriate.

## 4. Why we collect personal information

We collect personal information to:

- Process donations and issue **DGR-compliant receipts**
- Communicate with donors and supporters
- Provide updates about our work
- Manage volunteers and events
- Comply with legal and regulatory obligations
- Improve our services, website, and fundraising activities
- Maintain accurate records for auditing and reporting

## 5. Sensitive information

We only collect sensitive information (such as health information) when:

- It is necessary for our charitable activities, and
- You have given **explicit consent**, or
- It is required or authorised by law.

## 6. How we store and protect your information

We take reasonable steps to protect personal information from:

- Misuse
- Loss
- Unauthorised access
- Modification
- Disclosure

This includes secure digital storage, restricted access, encryption where appropriate, and staff confidentiality obligations.

## 7. Disclosure of personal information

We may disclose personal information to:

- Payment processors (e.g., banks, donation platforms)
- IT service providers
- Email and communication platforms
- Auditors, accountants, and legal advisers
- Government agencies where required by law (e.g., ACNC, ATO)

We **do not** sell, rent, or trade personal information.

Some service providers may be located outside Australia. Where this occurs, we take reasonable steps to ensure they comply with privacy standards.

## 8. Website analytics and cookies

Our website may use cookies and analytics tools to improve user experience and understand website traffic. You can disable cookies in your browser settings, but some features may not function correctly.

## 9. Access and correction

You may request:

- Access to the personal information we hold about you
- Corrections to inaccurate or outdated information

Requests can be made using the contact details below.

## 10. Anonymity

Where lawful and practical, you may interact with us anonymously or using a pseudonym. However, we require identifying information to:

- Process donations
- Issue tax-deductible receipts
- Provide certain services

## 11. Complaints

If you believe your privacy has been breached, please contact us. We will investigate and respond promptly.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

## 12. Changes to this policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

## 13. Contact us

**Fair Go Health Foundation Limited**

ABN 92 694 700 751

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Phone: 0406 078 334

Address: Kilaben Bay, NSW 2283