

PRIVACY POLICY

Lotus Outreach Australia Incorporated

2014

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1. Purpose

This policy describes how Lotus Outreach Australia (LOA) handles personal information. The specific legal obligations of entities when collecting and handling personal information are outlined in the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

The Payment Card Industry Data Security Standards (PCI DSS) are assessed annually and apply to all transactions through this website.

'Personal information' is information that identifies or can be used to identify a person. LOA collects and holds personal information from our donors, supporters, volunteers, contractors, and other individuals.

2. Scope

This policy applies to all office bearers and volunteers of LOA as well as to all those with whom LOA contracts for the purposes of implementing its programs.

3. Policy Statement

3.1 Committed to Protecting Rights

LOA respects and is committed to protecting privacy.

All information provided to LOA which is confidential information will remain confidential and protected.

By contacting us via our website, signing up to our newsletter, becoming a member, applying to work or volunteer with us, making a donation or otherwise providing us with personal information, consent is given to personal information being collected, held and administered as set out below.

3.2 Information collected

LOA may ask for information, including the following information:

- Contact information (name, address, email address, telephone number)
- Personal details such as date of birth, occupation
- Credit card numbers and/or bank account details

All information will be held securely.

3.3 Use of Personal and Confidential Information

LOA may use personal information to:

- process donations and provide receipts;
- communicate with our supporters;
- recruit and manage staff or volunteers;
- conduct marketing activities; and
- enable other activities and functions of the organisation.

To ensure privacy is protected, information from records will not be disclosed or altered unless requested.

Please note, in some areas of our website LOA may host links to other websites. These sites are not controlled by LOA and LOA cannot take responsibility for their content and, in particular, the privacy policies and practices of those organisations.

3.4 Handling Personal Information

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via donation platforms, email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.

LOA is obliged by law to comply with certain standards with respect to the handling and storage of personal information.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.

LOA has adopted the following principles with respect to the handling and storage of personal information it collects or receives:

- It will collect only information which LOA requires for its primary function.
- It will ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered.
- It will use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent.
- It will store personal information securely, protecting it from unauthorised access.
- It will provide stakeholders with access to their own information, and the right to seek its correction.
- It will provide an opportunity to opt out of receiving future communications from us.
- Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.
- While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

3.5 Complaints

For any questions or concerns about our Privacy policy or the way personal information has been handled, please contact us at: info@lotusoutreachaustralia.org.au

If a person is not satisfied with the response to an enquiry or complaint a complaint can be made to the Office of the Australian Information Commissioner at oaic@gov.com.au.

References

Privacy Act 1988 (Cth) This act passed by the Australian Parliament in 1988 allows you to know why your personal information is being collected, how it will be used and who it will be disclosed to.

The Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988.

<https://www.oaic.gov.au/privacy/australian-privacy-principles>

The act gave effect to Australia's agreement to implement the [Organisation for Economic Cooperation and Development \(OECD\) Guidelines on the Protection of Privacy and Transborder Flows of Personal Data](#), as well as to its obligations under Article 17 of the [International Covenant on Civil and Political Rights](#).

Updates can be found here

<https://www.legislation.gov.au/C2012A00197/latest/versions>