



Ethiopiaid Australia Foundation
Level 49, 360 Elizabeth St, Melbourne VIC 3000
Tel: 03 9223 7543 Fax: 03 9223 7501
E-mail: info@ethiopiaid.org.au Internet: www.ethiopiaid.org.au
ABN 78 821 615 548

Ethiopiaid Australia Foundation Privacy Policy

Ethiopiaid Australia Foundation (“Ethiopiaid”) is committed to protecting the privacy of our supporters. This privacy policy outlines how we collect, use, store and disclose the personal information of our supporters. We strive to maintain the highest standards of privacy as we comply with The Privacy Act (“The Act”) and National Privacy Principles. If you have any queries about our privacy policy, you can contact us by:

- Writing to Ethiopiaid at Level 49, 360 Elizabeth St, Melbourne VIC 3000
- Calling us on (03) 9223 7543
- Sending an email to info@ethiopiaid.org.au

Your Personal Information

Ethiopiaid only collects information about you that is necessary for us to properly conduct our activities. This information includes:

- Your name, address and contact details
- Donation history
- Financial information
- Any communications you have with us, such as special requests

This information is collected from a number of sources including:

- Appeal letters and reply slips
- Website or email inquiries
- Donations through our online support sites
- Telephone inquiries

The information we collect is used to:

- Process donations and issue receipts
- Respond to your comments or questions
- Seek support for continuing our work
- Assist with internal reporting purposes

From time to time, Ethiopiaid does rent mailing lists to acquire new supporters. To do this we use reputable companies who are also bound by the Act and who are members of the Australian Direct Marketing Association (ADMA). These lists are checked against ADMA's National Do Not Mail register. Ethiopiaid does not record any information about you from those lists unless you contact us.

At any time you may choose not to receive any further communications from Ethiopiaid or alter the frequency and type of communications you receive. To arrange this, please contact us as set out at the start of this document.

Retention

Ethiopiaid does not retain information about you that we do not need to properly conduct our services. We try to ensure that all information we do retain is accurate, complete and up-to-date.



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Security

The security of your information is important to us. We take reasonable steps to ensure that your information is stored securely, in both electronic and physical forms, and that only those persons who require access to the information have access to it.

Disclosure

In some cases personal information is supplied to reputable service providers who perform tasks on our behalf, such as mailing houses who distribute our appeal letters. This is done on a strictly confidential basis to ensure that your privacy is protected. We require every organisation which works with us in this manner to sign a privacy agreement and uphold our obligations under the Act. This ensures your personal information is kept confidential and will not be used for any other purpose.

Occasionally we may allow other carefully selected partner organisations to contact you with information that may be of interest to you. These organisations usually allow us to do the same in return and this helps us to reach more people and achieve our goals. We will only share your details in this manner if we have your consent to do so. If you do not want to receive communications from such third parties, please contact us as set out at the start of this Privacy Policy.

We will only ever publish supporter information in our communications with the express permission of that person.

Access

Whilst we keep all personal information secure from others, you may request access to your information. If you would like to know what information we hold about you or if there is an error in the information we hold about you, please contact us.

We may ask for verification of your identity when you request access to your information.

Concerns/disputes

Respecting your privacy is very important to us and we make every effort to ensure this occurs. However, if you believe we have breached your privacy rights in any way, please contact the National Manager:

Ethiopiaid National Manager
Level 49, 360 Elizabeth St
MELBOURNE VIC 3000
(03) 9223 7543

We will endeavor to satisfy any questions you have or correct any errors on our part.

If we do not answer your concerns to your satisfaction you have the right to make a complaint to the Privacy Commissioner. The contact details for this are:

Telephone: 1300 363 992
Post: GPO Box 5218, Sydney NSW 2001
Fax: (02) 9284 9666
Email: privacy@privacy.gov.au