PRIVACY AND SECURITY POLICY

ORGANISATION:	Kokoda Track Foundation
ACN:	103 660 948
POLICY TITLE:	Privacy and Security
VERSION:	5.0
STATUS:	Final
ALLIED POLICIES / PROCEDURES:	Code of Conduct
	Complaints Handling Policy
OWNER:	Senior Management
APPROVED BY:	CEO
LAST UPDATE:	01.04.2022
NEXT REVIEW DATE:	01.04.2024

INTRODUCTION:

The Kokoda Track Foundation (KTF) is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

We respect a person's rights to privacy under the Privacy Act 1988 (Cth) and we will endeavour at all times to handle personal information in accordance with our Privacy Policy and the Australian Privacy Principles.

SCOPE:

All staff, directors, associates, volunteers, interns and representatives have an obligation to adhere to and implement the privacy principles and practices established by legislation and detailed in this policy.

POLICY:

KTF ensures that individuals are given a choice on how much information is provided to KTF. KTF collects only information which is needed for our operations and collects personal information from the person themselves wherever possible. Personally identifiable information is stored on KTF's secure content management system and is not publicly accessible.

KTF has in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information collected which will prevent unauthorised access, maintain data accuracy, and ensure the correct use of information. KTF will review any providers of IT services used (such as servers or cloud services) to ensure privacy compliant.

KTF will only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose. For other uses, KTF will obtain consent from the affected person.

KTF uses personal information to:

- Process donations and provide receipts;
- Maintain accurate details of KTF's supporter database; and
- Keep our supporters informed about KTF's work.

To ensure that the privacy of all donors is protected, information from the records will not be disclosed or altered unless requested by the donor. Furthermore:

- All supporters of KTF for whom we have details recorded have the right to ask for a copy of those details at any time;
- Supporters also have the right to update and / or alter their details at any time;
- They also have the right to request that their details are removed from KTF's database. KTF must action donor requests immediately;
- KTF provides database members with the opportunity to opt out of receiving future communications from KTF;
- KTF's Complaints Handling Policy and Procedures are available for anyone wishing to lodge a complaint to the Complaints Handling Officer

KTF's Privacy Policy is freely available on www.ktf.ngo.

INFORMATION COLLECTED VIA DONATIONS

KTF collects the following information from donors via its fundraising activities conducted via direct mail, telephone, events and in-person:

- Contact information including name, address, phone number, and email address
- Credit card number, expiry date, CCV, and cardholder name (if applicable)
- Personal information such as date of birth, gender (on occasion)

Financial data of donors such as credit card details are recorded in a safe and secure system only accessible by KTF's management and administration officer.

INFORMATION COLLECTED VIA ONLINE DONATIONS

KTF collects the following information from donors via its online fundraising activities:

- Contact information including name, address, phone number, and email address
- Personal information such as date of birth, gender (on occasion)
- Credit card details collected via KTF's website provider are sent directly to KTF's bank via secure e-gate facilities. KTF does not have access to these details.

WEBSITE 'COOKIES'

KTF's website may use cookies to improve the user experience. Cookies (small data files) or similar devices are used to collect information about site traffic eg. page views, engagement and duration. Cookies do not identify individuals personally, but identify computers. An individual can set their web browser so that their computer does not accept cookies. We may log IP addresses to analyse trends, administer the website, track user movements, and gather broad demographic information.

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