|  |  |
| --- | --- |
| **Privacy Policy** |  |
| **Policy number** | FTW-GOV-Policy-PP |
| **Version** | 1.1 |
| **Approved on** | 2023-09-21 |
| **Scheduled review date** | 2026-09-21 |

## Introduction

Feed The World (FTW) is a Charity organisation that is established as a company limited by guarantee. FTW mission is to provide relief by means of pecuniary or other assistance for the relief of poverty, age, and impotence. FTW also works to advance the health, social or public welfare of persons suffering from disability, mental illness, and the effects of old age.

The Board of Directors of FTW is committed to high standards of integrity and ethical conduct in all of its transactions, including how it collects, stores and uses the information available or submitted to it.

## Purpose

The purpose of this Policy is to:

Help you understand why and how we collect and use personal information, and what to do if you have questions, concerns, or complaints. We will occasionally make updates to this policy; as required.

Feed the World Limited is committed to using your information responsibly. We are guided by the [Australian Privacy Principles](https://www.oaic.gov.au/privacy/australian-privacy-principles), as well as what is outlined in our policies.

Each individual or entity is in control of the personal information this is provided to Feed the World. You can choose what information is provided to us (Feed the World caters for anonymous donations), you may request to change, access or delete these details at any time.

## Scope

The scope of this policy covers the following areas

* Information collection
* Information storage and use
* Online and social media activity
* Updating your information

## Policy

**Information collection**

Feed the World Limited regularly asks for information that helps us engage with you. For example to process your donation and provide a tax deductible receipt. It is your choice how much information you provide (however we might not be able to provide appropriate service if we havent received what is required to do so).

Below are some examples of what information we commonly collect:

* Personal details, like name or date of birth
* Contact details like email, phone number and address.
* Payment information for donations.
* Skillset/ profession
* Online activity
* Volunteering opportunities
* Your opinion about our services
* Your communication preferences
* Conversations by phone or email with our staff and volunteers

Feed the World may also collect information about you if you report, are the subject of, or are otherwise involved in a safeguarding or fraud related incident.  The information we collect in such circumstances may include your name, your contact details, and information about your involvement in the incident (if applicable).  You can also choose to report incidents anonymously if you do not wish for us to collect your name or contact details.

In most cases, we’ll ask you for this information directly (for example asking you to complete a donation, asking you to update your profile or when you complete a survey), however some information is collected automatically (like online activity by visitors to our website) or from another source (like updating mailing addresses from Australia Post, information that is listed in public directories, obtaining details for potential future supporters from like-minded organisations, or third-party suppliers, or information that is reported to us about safeguarding or fraud related incidents).

**Information storage**

To protect your privacy and personal information, when you contact us, we’ll ask you to confirm your identity by getting you to confirm a few details which we have on record, such as your registered name, current address, phone number, and email.

We keep most of your personal information secure in our cloud hosted Customer Relationship management database (or in the case of information relating to safeguarding or fraud incidents, in our cloud based file management system), and conduct regular tests and audits to ensure that information is held securely and safely.

Physical copies of your information, such as on written donation forms, are kept securely and destroyed when no longer needed. Staff and volunteers are required to sign our policies relating to privacy, and police checks are conducted for sensitive roles.

Sometimes we may need to store or use your information in a country other than Australia, usually because one of our technical systems is located or needs to process data overseas (for instance, social media channels). Further, the information that Feed the World collects for safeguarding and fraud reporting purposes may be stored on cloud services including services provided by third party service providers, and some of these cloud services may be hosted overseas.

**Information use**

The personal information we collect is used to fulfil our core work: engaging with the public, raising campaign awareness and fundraising. To help us be effective, efficient, and informed, we collect information to ensure a complete and accurate record of your history and engagement with Feed the World. For example we will use this information to reach out to provide information regarding opportunities you could be interested in, or to notify you of volunteering opportunities that fit your skillset.

For personal information relating to safeguarding or fraud incidents, we may use or disclose this information to authorities and take appropriate action that is required of us in response to the incident.  This may involve disclosing the information to Feed the World field implementation partners (for example, where an incident relates to activities undertaken or overseen by a field implementation partner of ours, we may disclose your information to them to adequately investigate), to law enforcement, or to government agencies or regulators, for compliance with our reporting obligations.

We occasionally require external suppliers to assist us in our activities and may provide your information to them in order to achieve our objectives – for example, printing a large number of letters to our supporters.

If you want another person to be able to access or change your details on your behalf (a spouse, legal or financial representative) you can let us know in writing, and we will record this permission.

To summarise where we need to share your information with a third party, we’ll ensure this is done securely and only for the purposes outlined above.

**Online and social media activity**

Feed the World uses Google Analytics to track visits to our website, and use this information to track the effectiveness of our website, like visits, length of visit, viewed pages and the technical capabilities of our visitors. While this data is mostly anonymous, sometimes we will connect it to you, for instance in personalising a webpage, or prefilling a form with your details. For more information on our analytics tools, read [Google’s Privacy Policy](http://www.google.com/policies/privacy/).

We also use tools that tell us when a computer or device has visited or accessed our content and allow us to tailor advertising both on our websites and through advertising networks on other websites based on your visits or behaviour through cookies on your device. You can control how cookies are used and for what through the settings on your chosen browser.

You can also engage with Feed the World via social media such as Facebook, Twitter, Instagram, etc. You can always control how you receive content through each website’s settings. Occasionally, we may get in touch with you via social media if you aren’t a follower by using the details on your record, such as email address and phone number to match to your social media account. We will only do this where you have opted into marketing emails or phone calls/SMS and using a secure technique known as ‘hashing’. The matching only works where you have previously disclosed your email address and phone/SMS to the social media site. No data is retained by the third party. We may also use your email address and phone/SMS to link to Facebook or other social media sites in order to identify other users of these sites whom we believe would be interested in the world that we do and therefore show them Feed the World content.

If you prefer your data not to be used in this matter, you can update your preferences with information from the respective social media sites below:

[Facebook](https://www.facebook.com/help/568137493302217)

[Twitter](https://business.twitter.com/en/help/troubleshooting/how-twitter-ads-work.html)

[LinkedIn](https://www.linkedin.com/help/linkedin/answer/62931)

**Updating your information**

You can manage and update select information through your profile or account page.

Once you have an account and are logged in you can change your key personal details, see a history of your donations and items associated with your donations.

You can also request to access the personal information we hold about you, update or correct the information we have collected, or let us know of your preferences for how you prefer to be communicated with.

By emailing compliance@feedtheworld.org.au

By mail
Feed the World Limited
U 11 101d Rookwood Rd
Yagoona NSW 2199

If you have a question or a complaint about how we manage your personal information or would like to know more, you can contact Feed the Worlds compliance representative.

By email on compliance@feedtheworld.org.au

By mail:
Attn: Compliance Manager
Feed the World Limited
U 11 101d Rookwood Rd
Yagoona NSW 2199

If you’ve made a complaint, the Donor Services team or Compliance Officer will acknowledge that your complaint has been received, provide you with their contact details and give you an estimate of when they can update you on the status of your complaint.

## Authorisation

[Signature of Responsible Persons/CEO]

[Name]

[Date]