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## Privacy Policy

**Refugees Welcome Australia Inc.**

**ABN 58 703 273 486**

Our Privacy Policy was last updated in February 2018.

### Overview

We at Refugees Welcome Australia Inc. ("RWA", "we", "us" or "our") collect some personal data in order to operate our charity. We know you care about how your personal information is used and we take your privacy very seriously. There are a limited number of circumstances where we may share your information with third parties (examples include, if we are part of a merger, pursuant to a court order or with our charity partnerships and service providers who support our charity operations and/or collaborate with us). We take the security of your information seriously and take steps to keep your information secure. Please read our privacy policy ("Privacy Policy") below which covers our treatment of personally identifiable information ("Personal Information"), and certain non-personally identifiable information, that we gather when you use or otherwise engage (via mobile, web browsing or otherwise) with our services or the website (collectively, the "Website"). Please do not hesitate to contact us at [admin@refugeeswelcome.org.au](mailto:admin@refugeeswelcome.org.au) if you have questions.

**Refugees Welcome Australia Inc.** - [www.refugeeswelcome.org.au](http://www.refugeeswelcome.org.au) - (+61) 490 759 323 - [admin@refugeeswelcome.org.au](mailto:admin@refugeeswelcome.org.au)

ABN 58 703 273 486 @ February 2018



RWA respects your privacy and is committed to protecting it through our compliance with this Privacy Policy. This Privacy Policy (together with the RWA Terms of Use) describe the types of information we may collect from you (or that you may provide when you visit our website or contact us), and how we use, protect, and disclose that information.

This Privacy Policy does not apply to information collected on any third-party website or application (including advertising) that may link to or be accessible from our website. We are not responsible for the privacy policies or data collection, use and disclosure practices of those websites. We encourage you to review the privacy policies of each website you visit.

Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. By accessing or using website or services, you agree to this Privacy Policy. RWA reserves the right to change its Privacy Policy from time to time, and these changes may affect how we use the information described below, so please check the Privacy Policy periodically for updates.



## Usage and Protection of Personal Information

We collect several types of information to operate our charity, including but not limited to:

### Information you provide to us

When you navigate our website or contact us, we may request or you may choose to provide us with certain information. This may include information by which you may be personally identified ("personal information"), such as name, e-mail address or telephone number, and records and copies of your correspondence with us.

### Information collected from our website forms

When you navigate our website, you may provide information at the time of registering to use (portions or all of) our website, or when requesting for further services from RWA. We may ask you for information when you report a problem with our website or services.

### Details of usage, cookies and IP addresses

As you navigate through and interact with our website, we may automatically collect certain information using common Internet technologies, such as Google Analytics, that use cookies (log files) to track non-personally identifiable information about website visitors in the aggregate. This may include details of your visits to our website, including information about your connectivity, such as your IP address and browser information, browsing patterns, location data, logs, equipment and other communication data, and the resources that you access and use on the website. This information, which may not identify individual users, helps us to improve our website and service, to deliver better and more personalised



content and services, by enabling us to estimate our audience demographic, size, usage patterns and recognise you when you return to our website.

In the ordinary course of operating our charity, we may also receive other personal information from or about you. We use information that we collect about you or that you provide to us voluntarily, including personal information (i) to continuously improve our website and services, (ii) to provide you with information or services that you request from us, (iii) to notify you about changes to our website or services (including new offerings) and promotions or events, (iv) to maintain the integrity and security of our websites and/or services, and (v) for the ordinary operation of our charity, some of which include, recruitment and research. RWA will collect and retain as much personal information as needed for specific, identified purposes described in this Privacy Policy and we will not use it in any way that is incompatible with those purposes.

### **Disclosure of your information**

Protecting your personal information is important to us and we neither rent nor sell your personal information to anyone. We may disclose or transfer personal information that we collect or you provide, as described in this Privacy Policy, which includes (i) to a buyer or other successor in the event of a merger, acquisition, divestiture, restructuring, reorganisation, dissolution or other sale or transfer of some or all of RWA's assets, in which personal information held by RWA is among the assets transferred, (ii) to our subsidiaries, affiliates, agents, contractors, service providers and other third parties we use to support our charity or collaborate with and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes of providing services for or with us, (iii) to comply with any court order, law or legal process, including to respond to any government or regulatory



request, (iv) to enforce or apply our Terms of Use and other agreements that govern the sale or use of our website and services, and (v) to protect the rights, property or security of RWA, our employees, our users or others.

### **Access to and correction of personal information**

**Access:** You may request details of personal information that we hold about you, in certain circumstances set out in the Privacy Act 1988 (Cth). An administrative fee may be payable for the provision of information. We may refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

**Correction:** If you believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us by email. We rely in part upon customers advising us when their personal information changes. We will respond to any request within a reasonable time. We will endeavor to promptly correct any information found to be inaccurate, incomplete or out of date.

### **Security**

We take your security seriously and take reasonable steps to protect and secure your personal information from unauthorised access, use, and disclosure. The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our website, you are responsible for keeping this password confidential. Please do not share your password with anyone.



Despite the reasonable security measures we undertake to protect your personal information, we are unable to guarantee the security of your personal information transmitted to our website. The transmission of information through the Internet is not 100% secure and we are unable to ensure or warrant the security of any information you transmit to us. We are not responsible for circumvention of any privacy settings or security measures contained on the website.

### **Changes to our Privacy Policy**

We may amend this Privacy Policy from time to time. We encourage you to revisit this page periodically to read the current version of this Policy in effect. If you have any concerns or questions about this Policy, or if you would like to lodge a complaint, please do not hesitate to contact us at [admin@refugeeswelcome.org.au](mailto:admin@refugeeswelcome.org.au)

### **Collection of Personal Information from Children**

RWA does not knowingly solicit information from children and we do not knowingly market the website or its services to children. Our website is not intended for children under 13 years of age. If you become aware that your child has provided us with personal information without your consent, please contact us at [admin@refugeeswelcome.org.au](mailto:admin@refugeeswelcome.org.au) and we will work to delete it. We do not knowingly collect personal information from children under 13.



## **Unsubscribe**

To unsubscribe from our email database, or opt out of communications, please follow instructions provided or contact us at the details below.

## **Contact Information for Questions, Comments or Complaints**

This Privacy Policy sets out our commitment to protecting the privacy of your personal information that we collect through this website; [www.refugeeswelcome.org.au](http://www.refugeeswelcome.org.au) or directly from you.

Please read this Privacy Policy carefully. Please contact us if you have any questions at the details below.

You providing us with personal information indicates that you have had sufficient opportunity to access this Privacy Policy and that you have read and accepted it.

If you do not wish to provide personal information to us, then you do not have to do so, however it may affect your use of this Site or any services offered on it.

If you have any questions or comments about about this Privacy Policy, or if you believe that we have breached the Australian Privacy Principles and wish to make a complaint about the breach, please contact us at the following email address: [admin@refugeeswelcome.org.au](mailto:admin@refugeeswelcome.org.au)