



PRIVACY POLICY

Introduction

FEBC acknowledges and respects the privacy of all people and so is committed to protecting donors and supporters privacy. While donors and supporters can use many features of our website anonymously, they are required to provide personal information to receive e-newsletters, make donations or request information or materials, via the website, or by phone, email or traditional mail.

Purpose

This Privacy Policy confirms the importance FEBC-AU places on the privacy of anyone associated with us, specifically in relation to how we collect, store, use and disclose your personal information.

Policy

Guiding principles

This policy is guided by the Australia Privacy Act and associated Australian Privacy Principles ([link to https://www.oaic.gov.au/agencies-and-organisations/app-guidelines/](https://www.oaic.gov.au/agencies-and-organisations/app-guidelines/))

What information we collect

In order for us to stay in touch with you, to send you a receipt, update you on how you are contributing to the lives of others, we need to collect personal information from you. Personal information is really anything that identifies an individual. We collect personal information such as your name, address, phone number, other contact details, financial payment details for donations, interests you might have in specific projects and areas of support.

How and why we collect your personal information

We collect personal information from you over the phone, via hard copy and online forms, donation cards, when you subscribe, or by email. We do this so we can invite you to participate in the great work our FEBC globally, to pray with us, to update you on how projects and work is going, to provide you with opportunities to donate, and occasionally to attend events that we may hold from time to time.

You always have the right to withhold personal information, though if you choose to, you will restrict our ability to engage with you and send you required information, such as receipts. If we do hold personal information about you, we also have an obligation to keep that up to date, and so will check with you from time to time and update anything we need to in order to keep serving you.

How we use your personal information



We will not sell, trade, or rent your personal information with any third party organisations or groups of any kind. We do, however, notify the various overseas staff about your interest in their work and that you are supporting them. We will not disclose any personal information to other institutions or authorities unless required to do so by law. We do not use cookies to track any activity of those who visit our website.

How we protect your information

Any personal information you provide us will remain protected against unauthorised access, improper use, alteration or loss by secure encrypted channels and other security measures. All personal information, whether online or hard copy, has restricted access to only those personnel responsible for its maintenance and use.

When you give us banking and credit card payments procedures

When using the online giving and donor system or by telephone, you are required to supply personal information to successfully complete the transaction. This detail is only used for the correct allocation of donation, and the provision of receipts. With online giving and donations FEBC Australia complies with The Payment Card Industry Data Security Standards, using a fully compliant credit card gateway.

How you can correct and remove personal information

You can request to be removed from our database at any time by contacting us using the details at the end of this policy. You can unsubscribe from electronic communication using the unsubscribe link provided. You can access and/or change any personal information we hold about you by contacting our office.

Feedback and changes to the Policy

If you have any questions about our Privacy Policy, wish to update your details, or have any comments or complaints regarding our management of personal information, please contact us via:

Phone: 1300 720 017

Email: office@febc.org.au

Mail: Attention: Privacy Officer, FEBC Australia, PO Box 183, Caringbah NSW 1495