

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-Australia 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/>)

Compliance

This organisation is accredited by the CMA Standards Council confirming our legitimacy and activity as an accountable Australian charitable entity. Your information is also sealed by this accreditation which adopts transparent information handling practices.

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, and 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 of 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, sale, overseas transfer, 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 committed to confidentiality, are trained, authorised and 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.

Electronic Communication

There are inherent risks associated with the transmission of information over the internet, including via email. You should be aware of this when sending personal information to us via email or via our website or social media platforms. If this is of concern to you then you may use other methods of communication with us, such as post, fax or telephone (although these also have risks associated with them).

We only record your email address when you send a message to us or subscribe to one of our mailing lists. Unless otherwise notified, any personal information, including email addresses, will only be used or disclosed for the purpose for which it was provided.

Data Quality

We take all reasonable steps to make sure that the personal information we collect and store is accurate, up-to-date, complete, relevant and not misleading.

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. You have the right to erasure if requested and our organisation will take reasonable steps to destroy the information or ensure it is de-identified and/or forgotten.

Complaints

If you think we may have breached your privacy you may contact us to make a complaint using the contact details below. In order to ensure that we fully understand the nature of your complaint and the outcome you are seeking, we prefer that you make your complaint in writing.

For further information about our complaint handling processes please see our [Feedback and Complaint Policy](#).

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

PRIVACY POLICY

This document, approved by the FEBC-AU Board, is controlled by the Chairman & National Director. The electronic copy is accessible via the internet FEBC-AU Policy "Drop Box" and is a "read only" master controlled copy.

DOCUMENT HISTORY	
MANUAL / GROUP IDENTIFIER:	RESPONSIBLE PERSON / COMMITTEE / GROUP
COMMUNICATIONS	ND
LEGISLATIVE OR OTHER POLICY REQUIREMENT [ACT/REFERENCE]	
PRIVACY & PERSONAL INFORMATION PROTECTION ACT 1998, SUBSEQUENT AMENDMENTS AND AUSTRALIAN PRIVACY PRINCIPLES	

VERSION	APPROVAL DATE	REVISION DATE	SUMMARY OF CHANGE
1.0	15/09/16		Updating pending version to include changes to APP
2.0		18/07/2018	
3.0		29/05/2019	Updated pending review - incorporates AU Gov requirements
4.0	8/2/2020	2023	Incorporate requirements under the Privacy Amendment (Enhancing Privacy Protection) Act 2012; Privacy Amendment (Notifiable Data Breaches) Bill 2016