

## Privacy and security statement

### Our commitment to you

WaterAid Australia is committed to protecting your privacy. We collect, store and use your personal information so we can help those in the developing world gain access to safe water, effective sanitation and hygiene education. We are bound by the National Privacy Principles under the Privacy Act 1988 (Commonwealth).

### What information does WaterAid collect?

The kind of personal information WaterAid collects depends on the type of enquiry/contact you have made with WaterAid. Personal information collected by WaterAid may include but may not be limited to:

- Your contact information - name, address, email address, phone number, mobile phone number
- Your date of birth, gender, income, occupation, marital status
- Your employer details, if you participate in work place giving
- Your WaterAid supporter number
- Your bank account or credit card details
- A history of your donations, correspondences and other interactions with WaterAid Australia
- Certain details about your personal interests

If you choose not to provide us with certain personal information, we may not be able to process your donation or provide information on our work as you request.

### How does WaterAid collect this information?

There are a number of ways we collect information from you. These include:

- Directly from you when you provide information by phone, in person, via our website, on coupons or response forms
- From third parties who organise fundraising activities on our behalf
- At events or exhibitions
- From a third party known to you who makes a donation and gives it to you or nominates you as the recipient of communication regarding that donation
- From third parties such as our related companies or businesses and credit card providers where we seek authorisation for a payment
- From our own records of how much you have donated or your level of interaction us
- From publicly available sources of information
- When we are legally required to do so, such as if you wish to volunteer with WaterAid and when that volunteering involves a minor

### How do we use that information?

WaterAid's mission is to overcome poverty by enabling the world's poorest people to gain access to safe water, sanitation and hygiene education.

Your personal information may be used to:

- Process your donation or purchase and provide receipts
- Provide you with information on how your donation is used
- Update you on our vital work overseas
- Provide you with confirmation of your donation and advise you of any changes to its status in relation to your support of our work
- Confirm your identity when you make enquiries about your donation
- Address any feedback or complaints you may have
- Answer your queries
- Develop, improve and market our range of causes, events, products and services, which we believe may be of interest to you

It may also be used for:

- Any purposes for which it was requested initially
- Directly related purposes, such as fundraising or updating you on WaterAid project work.

If you would like to change the way WaterAid communicates with you about activities other than the one you engaged in, please call us on 03 9872 1730.

If you choose to give us your email address, we will communicate with you via email but our communication with you may not be limited to email only.

We may send you email newsletters and other email regarding WaterAid's work, products and services, which may be via our website, Customer Service Centre or other request. You can unsubscribe from our e-newsletters via links in each e-newsletter we send out to you.

WaterAid may send you offers relating to the products and services of organisations that also provide financial support to WaterAid. We do not disclose your personal information to these organisations. We do not rent, sell or give your information to other organisations unless you have opted out or requested we do not do so. If you take advantage of any offer from a third party organisation, communicated via WaterAid and you become their customer, they may send offers to you.

## When does WaterAid disclose personal information?

If you become a supporter or attend a WaterAid fundraiser or event, personal details such as your name and address will be added to our database, so we can send you project updates and requests for additional support of our work.

In order to communicate with you in relation to the activities of WaterAid, we may disclose your personal information to external organisations. The functions of such external organisations include:

- Mailing operations
- Email services

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Information technology services  
Telecommunication services  
Marketing analysis services  
Market research  
Website usage analysis  
Call centre operations  
Payment of donations or products and services

We take reasonable steps to ensure these external organisations are contractually bound to privacy and confidentiality obligations in relation to your personal information and that it is only used for the specific purpose for which we supply it.

## Who may we disclose this information to?

Credit providers  
Credit reporting and fraud checking organisations  
An authorised legal representative nominated by you  
Our accountants, auditors and lawyers  
Law enforcement, government or other organisations, as required by law, particularly in relation to protecting the privacy and protection of children  
When we are legally required to do so, such as security and police checks

## Privacy and the internet?

Cookies are pieces of information that a web site transfers to a computer's hard disk for record keeping purposes. Most web browsers are set to accept cookies. WaterAid uses cookies to make use of the website and services as convenient as possible. Cookies do not themselves personally identify users, although they do identify a user's browser. Cookies allow WaterAid to record how many people are using the different parts of the site. It is possible to set the browser to refuse cookies, however, this may limit the services provided by WaterAid website.

## Giving you control

Opting out or modifying your information,

If you want to change any information that you have previously given us, or if you want to opt out of future communications, you can do one of the following:

1. Email a request to [watercharity@wateraid.org.au](mailto:watercharity@wateraid.org.au)
2. Call us on 03 9872 1730
3. Mail a request to:

Privacy Officer  
WaterAid Australia  
Private Bag 1  
Mitcham, VIC 3132

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When contacting us to change your details, please include the following information:

Contact details (name, postal address, telephone number)  
WaterAid supporter number (if you have one)

## Right of access

You have a right of access to the personal information that WaterAid Australia holds about you. Requests for right of access should be addressed to our Privacy Officer (please note that a \$20 administrative fee may apply once your request is authorised).

## Changes to this privacy statement

We may make changes to this policy from time to time without notice. Any changes will be reflected on this page.

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Charity registration number 288701. T: 020 7793 4500 E: [wateraid@wateraid.org](mailto:wateraid@wateraid.org) W: [www.wateraid.org](http://www.wateraid.org)