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# Privacy Policy

## Document History

Version	Date	Description	Next Review
1	24/11/2016	Original Privacy Policy published	
2	25/11/2025	Updated and improved	Before November 2026 Annual Board Meeting

If you require further information regarding this document, please contact:  
[info@fairaction.ngo](mailto:info@fairaction.ngo)

## Introduction

FAIRACTION INTERNATIONAL recognises the importance of protecting the privacy and rights of individuals in relation to their personal information. This Privacy Policy explains how we collect, use, disclose, store and protect your personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the ACFID Code of Conduct.

By contributing to our work, interacting with our website, or engaging with our programs, you consent to the handling of your personal information as described in this policy.

## 1. What is personal information?

In this Privacy Policy, *personal information* has the meaning given in the Privacy Act. Generally, it refers to information or an opinion about an identified individual, or an individual who is reasonably identifiable.

This may include, but is not limited to:

- Name
- Mailing or street address
- Email address
- Telephone or mobile number
- Date of birth
- Gender (if provided)
- Occupation or profession
- Financial information for processing donations
- Any additional information you provide through our website, social media, surveys, events, or communication with our representatives.

If the information we collect could identify you, or can reasonably be linked to you, it will be treated as personal information.

## 2. What personal information do we collect and hold?

We may collect the following types of personal information:

- **Identity and contact information:** name, address, email, phone number.
- **Demographic information:** date of birth, gender (optional), profession or job title.
- **Donation-related information:** payment details, transaction history, tax receipt details.
- **Communication preferences:** subscription choices, engagement history.
- **Information you provide directly:** through forms, applications, surveys, feedback, volunteering, or employment enquiries.

- **Information collected online:** website usage data, IP address, cookies, and analytics.

We only collect information that is reasonably necessary for our work, reporting obligations, and lawful organisational functions.

### 3. How do we collect your personal information?

We collect your personal information directly from you, unless it is unreasonable or impracticable to do so.

We may collect information through:

- Your access to and use of our website or digital platforms
- Donation forms (online or hard copy)
- Conversations or correspondence with our representatives
- Event registration, volunteering or employment applications
- Signing up to newsletters, updates or programs
- Surveys, feedback forms or research participation
- Third-party fundraising or donation platforms where you consent to sharing your details with us.

We also use cookies and analytics tools to understand website behaviour and improve user experience.

### 4. How do we use your personal information?

We collect, use and disclose your personal information to support our mission of delivering sustainable clean water solutions. Uses include:

- Processing donations and issuing receipts

- Fulfilling regulatory, tax and audit obligations
- Maintaining accurate donor and supporter history
- Communicating with you by email, phone, SMS or mail
- Responding to your enquiries, feedback or complaints
- Providing updates about our programs, research and impact
- Managing volunteer and employment opportunities
- Conducting monitoring, evaluation, learning and impact reporting
- Undertaking research, analysis and service improvement.

We only use your personal information for the purpose for which it was provided or for related purposes permitted by law.

## 5. Direct marketing materials

With your consent, we may send you marketing communications about our programs, research, campaigns and opportunities to support Fairaction International. Communications may be sent by email, SMS, mail or other methods permitted by law.

You may **opt out at any time** by:

- clicking 'unsubscribe' in our email communications, or
- contacting us using the details on our website.

## 6. Disclosure of your personal information

We may disclose your personal information to:

- Service providers who assist with payment processing, IT, analytics, or communication distribution
- Auditors, regulators or advisors where required for compliance

- Third-party platforms (e.g., fundraising or payment processors) where you have provided consent
- Our subsidiary organisation, **Fairaction Nigeria**, *only where relevant, lawful and necessary for program delivery or reporting.*

We do **not** sell, rent or trade personal information.

If personal information is disclosed overseas, we take reasonable steps to ensure such entities comply with Australian privacy principles or equivalent safeguards.

## 7. How can you access and correct your personal information?

You may request access to, or correction of, the personal information we hold about you at any time.

FAIRACTION INTERNATIONAL will:

- respond within a reasonable time,
- provide access unless restricted by law, and
- explain reasons if access is denied.

To request access or correction, please contact us via the details on our website.

We rely on you to keep your information up to date and accurate.

## 8. Security of your personal information

We take reasonable steps to protect your personal information from:

- misuse, interference and loss

- unauthorised access
- modification or disclosure.

Security measures include encryption, secure servers, restricted access, authentication protocols and regular reviews.

However, no data transmission over the internet can be guaranteed as completely secure. If you prefer not to submit financial information online, please request an alternative payment method.

## **9. Social media and external links**

Our website may contain links to third-party sites or social platforms. Information shared on public forums can be accessed and used by others.

We encourage caution when posting personal information online, as we cannot control the practices of external sites.

## **10. Complaints and contacting us**

If you have concerns about your privacy or believe your personal information has been mishandled, you may lodge a complaint.

We will:

- treat your complaint confidentially,
- acknowledge receipt within a reasonable timeframe,
- investigate the issue, and
- contact you to discuss options for resolution.

Contact details are available on our website.

## **11. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in legislation, operational needs or best practice standards. Updated versions will be posted on our website.