



PROSPER COFFS HARBOUR LIMITED

Privacy Policy



Coffs Harbour
Cultural Trust



Coffs Harbour
Environmental Trust



Coffs Harbour
Futures Trust

TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. WHAT PERSONAL INFORMATION DO WE COLLECT AND WHY?	3
3. SECURITY OF YOUR PERSONAL INFORMATION	4
4. COOKIES.....	4
5. MAKING CONTACT WITH US	4

1. INTRODUCTION

This privacy policy sets out Prosper Coffs Harbour Limited's (PCH Ltd) company practices in relation to the collection use, storage and disclosure of personal information. The organisation is bound by the Privacy Act 1988 (Cth) (the Privacy Act) which contains the thirteen Australian Privacy Principles (APPs) and the Privacy and Personal Information Protection Act 1998 (NSW) (PPIA Act).

PCH Ltd may modify or update this privacy policy from time to time by publishing an updated version of it on its website. We therefore encourage individuals to check PCH Ltd's website periodically to ensure that they are aware of the organisation's current privacy policy.

By providing personal information to us, you consent to our collection, use and disclosure of that personal information on the terms of this privacy policy and any other contractual or other arrangements that apply between us (if any).

2. WHAT PERSONAL INFORMATION DO WE COLLECT AND WHY?

The charity collects personal information from donors, supporters, volunteers and other contacts that is necessary for it to perform its functions. The types of personal information the organisation collects, and the purposes of collecting that information, include:

- **Donors:** When you make a donation to PCH via our website, in person, over the phone, by direct deposit, via email, by post, or through our fundraising personnel or volunteers as part of any of our fundraising events or activities or at our offices, the organisation collects and stores in our database your name, phone number, address, email address and date of birth (if known).
- **Supporters and volunteers:** PCH Ltd may also collect its supporters' and volunteers' names, phone numbers, addresses, email addresses, and other contact information, records of communication between them and the charity and other personal information about our current and potential supporters and volunteers so that we can encourage, record and acknowledge their support and communicate with them about the organisation and our activities.
- **Distributing publications:** We collect contact details (which may include name, phone number, address, email address, and other contact information) when individuals contact or interact with us in order to distribute newsletters and other communications in print and electronic form from time to time. Recipients may choose to have their contact details removed from our distribution lists by contacting PCH Ltd via email admin@prospercoffs.org.au or by using the contact details at the end of this privacy policy.

- **Conducting events:** We collect contact details, PCH Ltd donation history and other personal information, including photographs and videos, about our donors, volunteers and other supporters who wish to join or participate in our events. This information is used to administer these events, promote and seek support for such events, share individuals' stories with the community and for the activities of the organisation.
- **Assisting with your queries:** You may choose to provide us with your name or other contact details when you call us by phone or write to us so that we can respond to your requests, for our newsletter or for other information about the organisation's services or operations.
- **Conducting our general business activities:** PCH Ltd collects personal information about individuals who are, or are employed by, our suppliers (including service and content providers), contractors and agents for our general business operations.
- **Credit Card Data:** Any credit card transactions via PCH Ltd website is processed via a third party company called Bambora through their secure online payment portal.

3. SECURITY OF YOUR PERSONAL INFORMATION

Your personal information such as your name, phone, postal and email address is stored with PCH Ltd through our secure cloud based database, E-Tapestry. We regard the security of your personal information as a priority and implement a number of physical and electronic measures to protect it.

4. COOKIES

The PCH Ltd website may use cookies to collect statistics on visitor traffic. No personal information is collected, rather the patterns of usage of visitors to the website for the purposes of providing a statistical review of site traffic patterns.

5. MAKING CONTACT WITH US

If you would like to access your personal information held by us or wish to make a complaint about the way we have collected, used, held or disclosed your personal information, please contact PCH Ltd on:

Mail: Prosper Coffs Harbour Limited, Corner Coff & Castle Streets, Locked Bag 155, Coffs Harbour NSW 2450.

Phone: 0437 767 451

Email: admin@prospercoffs.org.au