

St.George Foundation Privacy Policy

This privacy policy explains how St.George Foundation (including Bank of Melbourne Neighbourhood Fund, a division of St.George Foundation) collects personal information and how we maintain, use and disclose that information.

This privacy policy does not apply to parties that may be linked or associated with our website. Those website owners are responsible for the privacy of the information they collect and should be contacted directly for details of their privacy policies.

What information does St.George Foundation hold?

Generally, we keep a record of information provided by you and people nominated by you, which may include one or more of the following types of information:

- information that identifies you, such as your name and address and other information provided by you and people nominated by you;
- if you make a donation or other payment, financial data recording that donation or payment (no credit card information will be held beyond what is necessary to process a donation or payment);
- if you apply for funding, applications for funding submitted by you and the outcomes of those applications; and
- records of conversations and other correspondence you may have with St.George Foundation in the form of contact notes made by St.George Foundation staff.

All information sought is required for the purposes of grant making or fundraising.

How St.George Foundation collects information from its website

We collect and hold information about you when you:

- complete an online application for funding;
- make an online donation;
- provide us with your email address; or
- access and use our services through our website.

When you use our "Send to Friend" email service or post a link to our website on Facebook or Twitter, we will not collect or hold any information you enter.

We also collect some statistical information about visitors to our website (for example, the number of visitors, pages viewed, types of transactions conducted, time online and documents downloaded). Some of this statistical information is collected by using cookies, but none of the data we collect allows us to identify a visitor. We use this information to evaluate our website performance and continually improve our services.

Other than statistical information, we do not collect any information about you through our website unless you provide the information to us.

How St.George Foundation generally collects your information

Generally, we only collect personal information you provide about yourself, unless it is not reasonable or practical for us to do so or you consent. If you provide us with personal information about another individual, you acknowledge that you have their consent to do so and have informed them about the contents of this policy.

We may also collect information about you from publicly available sources.

How may St.George Foundation use your personal information?

We use your personal information to:

- help us process your application for funding or your donation;
- reply to questions you have asked;
- provide you with promotional information and updates about St.George Foundation (for example, details of upcoming events), if you have consented to this; and
- ensure our internal business operations are running smoothly, which may include fulfilling legal requirements and conducting confidential systems maintenance and testing.

What rights does St.George Foundation have to disclose personal information?

Usually we must get your consent before we tell anyone your personal information. You can give us your consent expressly or it may be implied by your conduct.

St. George Foundation may give out your personal information:

- if we are required to by law;
- if we have your consent;
- to the e-Tapestry and Smarty Grants applications and other similar service providers.

How St.George Foundation protects the security of your information

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure.

We have physical, electronic and procedural safeguards to protect your information which is held by us. For example, your personal information is stored in secured office premises, in electronic databases requiring logins and passwords for access. Access to information stored electronically is restricted to staff whose job purpose requires access. We require all staff to maintain the confidentiality of customer information.

Any visitor, for any purpose, to any part of our premises in which customer personal information is kept is required to register with a security desk or be accompanied by a member of staff while in the premises.

We use secure methods to destroy or de-identify any personal information as soon as the law permits, provided the information is no longer needed by us for any purpose.

Changes to our Privacy Policy

We may amend this policy from time to time. Not all changes to our privacy policy will require your consent. We will notify you of any change to our information handling policy that requires your consent before being implemented.

What are your rights?

You need not give us any personal information about you or any other person which may be requested in our communications with you. However, without that information, we may not be able to assist you.

Access to your information

You can request access at any time to personal information we hold about you and we will process your request within a reasonable time.

Sometimes we are not required to provide you with access - for example, if the law says we can deny access. If we refuse you access to your personal information, we will tell you the reason why.

Correction of information

We try to ensure that all information we hold about you which we collect, use or disclose is accurate, complete and up to date. You must promptly notify us if there are any changes to your personal information.

You may ask us at any time to correct personal information held by us about you, which you believe is incorrect or out of date. We will deal with your request within a reasonable time.

If you have any questions, concerns or complaints about our privacy policy or practices please contact us.

St. George Foundation ABN 46 003 790 761

Address: Level 24, Tower Two, International Towers Sydney
200 Barangaroo Avenue, Barangaroo NSW 2000 Australia

Phone: 1300 726 023

Email: stgeorgefoundation@stgeorge.com.au

We will try to answer any questions you may have, correct any error on our part or resolve any complaint that you may have about our information handling practices. If we do not resolve a complaint to your satisfaction, you also have the right to complain to the Privacy Commissioner. We will provide you with their contact details if required.