

HFHSA Privacy Policy

Policy Title	Privacy Policy		
Authorised by	Board of Directors		
First Implemented		Last Review	
Revision Number	1	Next Review	November 2027
HFHSA Policy Ref	4.0.2	Standard of Excellence	1.4.1

Introduction to the policy

The aim of the Privacy Policy is to outline the Privacy statement as it presents on the Habitat for Humanity Australia SA(HFHSA) website. It is applicable to all employees and volunteer personnel associated with HFHSA.

Privacy Policy Objectives

1. To ensure that staff and volunteers are mindful and fully aware of the Privacy Policy when representing HFHSA.
2. To clarify the implications in the event of breaching the Privacy Policy.
3. To identify the training requirements of employees and volunteers in relation to the Privacy Policy.
4. To ensure activities undertaken by employees and volunteers are conducted abiding by the Privacy Policy.

Policy Scope

1. Committee and Board members of HFHSA.
2. All individuals applying to volunteer or work with HFHSA.
3. Staff including those that may supervise, mentor and assist employees and volunteers.

Definitions

Affiliate	Any and all Chapters that is state based not for profit organisation in Australia that has been approved by Habitat for Humanity Australia (HFHA) for the purpose of entry into an Affiliate agreement. HFHSA has entered into an Affiliate agreement and been approved for operation within South Australia. HFHSA remains fully liable for all aspects of its activities including governance, operation of housing programs, finances, fundraising, workplace health and safety, brand usage and standards.
Affiliate activity	Any activity organised by HFHSA. This includes, but is not limited to: <ul style="list-style-type: none"> • work on a building site, • a Brush with Kindness activity, • work at a ReStore / Office.
Chapter	A chapter means a volunteer group, usually defined by geographic location that undertakes a Housing / Shelter program on behalf of and under the direction of the Affiliate being HFHSA.
Executive Officer (EO)	Executive Officer of HFHSA
HFHA	Habitat for Humanity Australia Ltd (ACN 131 976 004)
HFHSA	Habitat for Humanity Australia (South Australia) Inc. (ACN 159 846 232). HFHSA is an Affiliate of HFHA
HFHSA Personnel	Staff employed by HFHSA, any volunteer, consultant or contractor deemed by the Executive Officer to have involvement with an allocated HFHSA activity.
Program Coordinator	A lead Volunteer or Staff member responsible for activities including resourcing for a specific program eg Restore Store.
Supervisor	A lead Volunteer or Staff member specifically tasked with supervising, mentoring and/or assisting a Volunteer.
Volunteer	Any person from the community who offers to do work for HFHSA without monetary compensation and has sighted, acknowledged and signed the HFHSA Volunteer Agreement.

Policy Statement

HFHSA is committed to protecting the privacy and confidentiality of personal information in accordance with the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles. As an affiliate of Habitat for Humanity Australia (HFHA), HFHSA also abides by the Australian Council for International Development (ACFID) Code of Conduct. HFHSA is also bound by the Payment Card Industry (PCI) Data Security Standard with regard to processing of credit card transactions.

Employees and volunteers must not disclose or misuse any confidential information belonging to HFHSA, except as required by law, in the performance of their duties or part of their engagement or as permitted in writing by HFHSA.

Employees and volunteers must comply with any request by HFHSA for confidential information to be deleted, erased or destroyed in such a manner that it cannot be retrieved.

Except when expressly authorised by HFHSA, an employee or volunteer will not:

- Directly or indirectly reveal, or cause to be revealed, to any third party any confidential dealings, finances, transactions, or affairs of HFHSA or any of its customers which may come to their knowledge during their period of their involvement.
- Use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to HFHSA. Employees and volunteers should observe these requirements even after they no longer are associated with HFHSA.

By visiting the HFHSA website, signing up to our newsletter, making a donation, or otherwise providing HFHSA with personal information, participants consent to personal information being collected, used and disclosed as set out in this Privacy Statement.

Changes to this Privacy Statement

From time to time, HFHSA may review and update this Privacy Statement to take into account changes in legislation and in the operations and procedures of both HFHA and HFHSA to ensure it remains relevant to the changing legal environment.

What information does Habitat for Humanity Australia SA collect and how is it collected?

HFHSA collects information that is related to our functions and activities. The kind of personal information we collect and store will depend on the type of HFHSA initiatives you support or enquire about. Where directly provided by you with your consent, personal information collected by HFHSA may include:

- Your contact name, address, email address, phone number, mobile phone number
- Your employer details, if you participate in work place giving
- Your payment card details (not written or retained and used for a oneoff financial transaction)
- A history of your correspondences and other interactions with HFHSA
- Certain details about your personal interests as part of our Volunteer programs

You have the right to deal with us anonymously or use a pseudonym, but in almost every circumstance it will not be practical for us to deal with you to process your donation or provide information or other products or services you request, unless you identify yourself.

How does Habitat for Humanity Australia SA collect information?

There are a number of ways we collect information from you. These include but are not limited to:

- Directly from you when you provide information by phone, in person, via our website
- From third parties who organise fundraising activities or workplace giving on our behalf
- From our own records based on your level of interaction with our services
- From publicly available sources of information such as telephone directories
- When we are legally required to do so, such as security and police checks

How will Habitat for Humanity Australia SA use the information you provide?

HFHSA will use the personal information it collects from you for the primary purpose of collection.

Typically, the information may be used to:

- Process your donation or purchase and provide receipts
- Provide you with confirmation of your donation or purchase and advise you of any changes to its status
- Confirm your identity when you make enquiries about your donation or consider volunteering
- Send you information about the work HFHSA is undertaking, including newsletters, updates, and information on appeals and how donations are used
- Address any feedback or complaints you may have
- Develop, improve and market our range of causes, events, products and services, which we believe may be of interest to you.

If you do not want HFHSA to communicate with you about activities other than the one you engaged in, please call our Restore Office on 08 83446009 or email enquiries.sa@habitat.org.au.

We take special care with your payment card details as is defined under the Payment Card Industry Data Security Standard and do not retain credit card details that can be seen, stolen or used in an unauthorised manner.

If you choose to give us your email address, we will try to communicate with you via email for administrative purposes directly related to a donation or purchase of a product or service.

We will send you email newsletters and other emails regarding HFHSA's other causes, products and services where you elect to opt-in, which may be via our website. You can unsubscribe via links in the newsletter.

Marketing and Fundraising

HFHSA treats marketing and the seeking of donations for the future growth and development of the organisation as important. In relation to direct marketing, HFHSA will use your personal information for direct marketing. If you are sent direct marketing, it will also contain an opt-out. If we use your personal information obtained from elsewhere we will still send you direct marketing where you have consented and which will also contain an opt-out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

By electing not to opt-out, we will assume we have your implied consent to receive similar information and communications in the future. We make every effort to ensure that our opt-out notices are clear and easy to follow.

If you do not wish to receive direct marketing communications from us, please contact our Restore Office on 08 83446009 or email enquiries.sa@habitat.org.au requesting removal from communications lists.

In order to communicate with you in relation to the activities of HFHSA, we may disclose your personal information to external organisations who are also bound by the Australian Privacy Principles. The functions of such external organisations include:

- Mailing operations
- Email services
- Information technology services
- Telecommunication services
- Marketing research and analysis services
- Website usage analysis
- Call centre operations
- Payment of donations or products and services.

We take all 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 Habitat for Humanity Australia SA disclose your information to?

We may disclose your personal information to:

- Credit reporting and fraud checking organisations
- An authorised legal representative nominated by you
- Our accountants, auditors and lawyers
- People providing services to HFHSA and HFHA;
- Law enforcement, government or other organisations, as required by law.
- Anyone you authorise HFHSA to disclose information to.

How does Habitat for Humanity Australia SA treat sensitive information?

Sensitive information means information relating to a person's racial, ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record that is also personal information; and health information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and Security of personal information

HFHSA staff are required to respect the confidentiality of personal information and the privacy of individuals. HFHSA has in place steps to protect the personal information from misuse, loss, unauthorised access, modification or disclosure by the use of various methods including locked storage and password access rights to computer records.

Privacy and the Internet

Links with other sites

HFHSA's website contains links to other sites. Other sites may also have links to our website. In either case, we are not responsible for the content, privacy practices or business practices of any website or company except our own.

How long we keep your information

HFHSA will destroy or re-identify your personal information when we no longer need it for the purpose for which it was collected, unless the law requires otherwise.

Data quality

We aim to ensure any data collected will be accurate, complete and current, recognising that data accuracy is also dependent on your communication to us.

Access to your information

You have a right of access to the personal information HFHSA holds about you. All requests for right of access should be addressed to our Restore Office by email, post or phone as detailed below. HFHSA may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, HFHSA may charge a fee to retrieve and copy any material if the information sought is extensive.

Opting out or modifying your information

If you want to change any information you have previously given us, or if you want to opt out of future communications or not to be included in a direct marketing activity, you can either:

1. Email your request to enquiries.sa@habitat.org.au.
2. Phone Habitat between office hours of 9am to 4pm Monday to Friday on 08 83446009 or email enquiries.sa@habitat.org.au.

Enquiries and privacy complaints

If you would like further information about the way HFHSA manages personal information or if you have any concerns, complaints or you think there has been a breach of privacy, please contact our Restore Office on 08 83446009 or email enquiries.sa@habitat.org.au.

We will do our best to resolve any privacy concerns within 30 days from the date of contact with us.

Breach of Policy

Non-compliance with the directions contained in this policy may result in disciplinary action, the termination of employment and/or legal action if warranted.

Implementation of this policy

The Board and EO are to ensure that they are familiar with this policy and are responsible for its implementation. The EO is responsible for ensuring staff and volunteers have been made aware of and are familiar with this policy as part of their HFHSA on-boarding process.

Review Process

The Privacy Policy is to be reviewed by the Board of HFHSA every three years, or as required to meet any legislative and regulatory changes.

Related Documents

Relevant Commonwealth and SA statutes and regulations.

HFHSA Volunteer Management Policy

HFHSA Volunteer Handbook

HFHSA Employee Manual