

Launch Housing Supporter and Donor Data Statement

Your privacy as a supporter or donor to our work is crucial to us. This document gives you the facts in how we capture data, store it, and most importantly, use it. Please note, this document is not about how we protect client data. Please refer to our broader Privacy Policy for these details, which lives [here](#).

Launch Housing is committed to protecting the privacy and confidentiality of your personal information. Please do contact us if you want to know more about our policy, or can give us feedback on how we can improve our practices, via supporters@launchhousing.org.au or 1800 720 660.

Launch Housing is bound by the Privacy Act 1988 (Cth) (the "Privacy Act") and the privacy provisions of other applicable legislation. In particular, Launch Housing must adhere to the Australian Privacy Principles in relation to collecting, holding, using, disclosing, securing and allowing access to your personal information.

This privacy policy provides information about how we manage the personal information we collect, hold, use and disclose. It's important to us that the following information is easy to understand and is regularly updated and publicly available via our website.

Your personal information

The kinds of personal information collected by Launch Housing may (but does not always) include:

- The names, contact information (e.g. first name, surname, mailing address, phone number and email address), date of birth, gender preference and financial information (e.g. bank account or credit card details) of our donors
- Details of donors' donation history, emails, letters and other interactions with Launch Housing
- A donor's employer details in regards to workplace giving
- The names and email addresses of persons who subscribe to our emails.

How we collect personal information

There's a variety of ways we collect data. Launch Housing mainly collects your personal information directly from you when you provide it through our website, by email, by calling us or through a donation coupon when making a gift to Launch Housing.

From time to time, we may use third parties to fundraise on our behalf. These third parties will also collect your personal information directly from you when you provide it over the phone, through our website, in person or by email. This may also include workplace giving. Please know and be assured that any and every third party organisations based in Australia are also bound by the Privacy Act and Australian Privacy Principles.

If someone makes a donation on your behalf, and asks that you receive information about their gift, we will collect the personal information they provide about you.

We rarely but occasionally may collect personal information from public records, such as telephone directories, lists and third party surveys, which we purchase for direct marketing and telemarketing, which you have agreed to be on.

When it is necessary to collect your personal information, including from a third party, we will take such steps as are reasonable in the circumstances to ensure that you are notified in compliance with the Privacy Act.

If you wish, you can remain anonymous or use a pseudonym when you contact us and if you make a donation. We will respect your anonymity. Do know that this may impact our ability to provide you with an official tax-deductible receipt or a letter of thanks.

Cookies, our website and your privacy

In order to understand how people arrive at the Launch Housing website and related social media platforms and how they use them, we rely on cookies provided by third parties. This enables us to assess the efficiency of our marketing. We may also use your browsing history on the Launch Housing website to send related messages on our work and appeals. Cookies do not reveal personal information, such as your name, address, phone numbers or email address. At any point you can change your browser to disable cookies, but this may restrict your ability to access certain areas of our website.

How we store personal information

Launch Housing appreciates the importance of managing and protecting your personal information from misuse, loss or unauthorised access. We will take all reasonable steps to ensure that your personal information is safe.

Launch Housing holds your personal information securely through physical and electronic means for seven years as per the ACN (Australian Charities and Not-for-profits Commission) guidelines. We have restricted physical access to our offices, hard copy files are stored in secure cabinets and store rooms, and staff are trained in privacy procedures. We use security encrypted electronic and response forms to protect the personal and financial information you provide us over the Internet and secure online payment systems, our in-house ICT (Information and Communications Technologies) system is secured with a firewall and anti-virus scanners, and your information is stored in secure databases with managed and limited access.

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

You can access your information

Requests for access to personal information should be made by email, post or phone using the details provided under the 'Contacting us'. Please note that you have a right to access, update and correct personal information at any point.

In contacting us, we will need you to verify your identity. In the unlikely event that we are unable to provide access to your personal information, we will, in writing, provide reasons for denying access.

How we use your personal information

We use information to carry out our charitable, aid and related activities. For example, we use your personal information to:

- Process any donations you may send to us
- Send you information about Launch Housing including newsletters, updates about our work and information on appeals
- Confirm who you are when you contact us
- Respond to your questions or complaints
- Circulate surveys to improve our services
- Study donor activity in order to improve our effectiveness
- Report on our activities including producing our Annual Report

Opting Out

Launch Housing gives supporters and donors the ability to opt out of receiving communications by channel preference and communication type.

If you wish to opt out of communications you are currently receiving please either:

- Use any of the clear links that we provide in all our digital communication (like sms or email)
- Use the donation form tick box
- Call the Launch Housing Supporter Care on 1800 720 660
- Or email supporters@launchhousing.org.au

Disclosing your Information

We do not, and will never, sell your information to other third parties.

Launch Housing will only use and disclose your personal information in accordance with the Privacy Act and the Australian Privacy Principles. This may include, where use or disclosure is required by law, where we have your consent to the use or disclosure, or for the purpose for which it was collected or related purposes that you would reasonably expect Launch Housing to use or disclose that personal information.

Launch Housing will not disclose information about you to any other individuals or organisations apart from with our own hired contractors and service providers that we engage on a confidential basis to help fulfil our fundraising activities.

Providers may include:

- Mailing house partners to send our supporters newsletters and appeal
- Financial institutions for direct debit or some credit card transaction queries
- Your employer if you are fundraising as part of a corporate team or work-place-giving program.

Please note, the above list is not exhaustive. All of these organisations are bound by the Australian Privacy Principles.

Help us keep your information accurate

Launch Housing aims to maintain that any information we hold about you is accurate, relevant and not misleading. However the accuracy of this data is often dependent on the information

you provide. To help us with this, please contact us with any changes in your personal information.

If you do not contact us and we have cause to understand that personal information we are holding is inaccurate, incomplete, out-of-date, irrelevant or misleading, we may take reasonable steps to correct that information.

Enquiries and complaints

To make a complaint about our privacy practices, please submit a written complaint by email to supporters@launchhousing.org.au or by post to:

Supporter Care
Launch Housing
PO BOX 1767,
COLLINGWOOD VIC 3066

We aim to respond to your complaint within 30 days.

Enquiries about privacy matters, including complaints about how Launch Housing handles personal information or potential breaches of the Australian Privacy Principles, should be made in writing. Launch Housing will reply to all enquiries as quickly as possible.

If you would like to deal with us anonymously, you are not required to provide your personal information to us unless we are required to do so by law, or it is impractical for us to manage the complaint.

If you are unsatisfied with how we have handled your feedback, you may wish to contact the Office of the Australian Information Commissioner via the contact details listed on www.oaic.gov.au/about-us/contact-us/. For more information about the Australian Information Commissioner visit www.oaic.gov.au.

Contacting us

Please contact us if you have any queries in relation to this privacy policy, you would like to correct or update your information, you believe that your privacy has been breached or you wish to make a complaint.

You may contact us by:

- Writing to: Launch Housing, PO BOX 1767, COLLINGWOOD VIC 3066
- Emailing: supporters@launchhousing.org.au
- Telephoning: 03 9421 5572 between the hours of 9am and 5pm, Monday to Friday.

[END]