Privacy Policy

We respect your right to privacy and we recognise the trust you are placing in us through your dealings with us. As such we do everything we can to maintain that trust. Our staff are employed on the basis that they will protect information about you. Staff and volunteers of the organisation sign a document safeguarding the privacy of your details held by the organisation. The information you provide remains private and is only used for the purposes outlined below. Should you wish to provide anonymous information or use pseudonyms, you are permitted to do so.

What information we collect & why we collect it
Projects of Promise collects the following information:

- Contact information including name, address, phone numbers and email addresses
    - These are used to process receipts and to keep you abreast of any issues or developments in which we may think you have an interest
- Financial information including bank account and credit card details are used to process transactions
- The information we collect is always treated as strictly confidential and is never disclosed to a third party without your prior consent, or unless required by law. We never make our database available to other organisations

Opting out of further correspondence
If you do not wish to receive any further information on Projects of Promise or to be contacted about our work, you will be given the opportunity to make this election every time information is sent to you, or you may contact our office directly to cancel any further communications.

How this information is held
The security of your information is important to us. When we have collected information about you it cannot be seen or modified by anyone else. We make all reasonable efforts to ensure that your information is stored securely - both in electronic and physical forms.

We do not use external contractors, such as a mailing house to send you our mail, any personal information disclosed to the contractor remains confidential to us. Any information which we no longer require is destroyed. An exception to this may be the retention of information for data analysis. However if this occurs then the information will be retained in a form that does not allow you to be identified from that information.

How you can access and correct the information held
It is our policy to give access to our supporters to the information we hold on them. This is consistent with our commitment to transparency. You may access your information at any time. If you would like to know what information we hold about you please contact our office.

If you discover your information is incorrect, incomplete or out of date please notify us and we will try to correct or add the information as soon as possible. If you would like to talk to our office about this please do so as per the details below.

Projects of Promise Chairman
99 Tallawang Av Malua Bay NSW Australia 2536

Phone: (+61) 421 611 993
Email: carl.ginger@projectsofpromise.org

Complaint and dispute resolution procedures:

If you believe we have breached your privacy rights in any way, or you would like to discuss any issues about our privacy policy please contact our EO on the details provided above. We will try to satisfy any questions that you have and correct any errors on our part. If we do not answer your concerns to your satisfaction you have the right to make a complaint to the Privacy Commissioner.

The Privacy Commissioner contact details: 1300 363 992 or http://www.privacy.gov.au

Policy Review
November 2025, on change of legislation, or at the discretion of the Board of Projects of Promise.

Policy Version
1.0