



Privacy Policy

1. Introduction

In this Privacy Policy (**Policy**) the terms “we”, “our” and “us” refers to First Hike Project Inc., a non-profit organisation (**FHP**).

2. Scope

FHP is committed to using the information you provide to us responsibly. Our actions are guided by the Privacy Act 1998 (Commonwealth), as amended in 2012 and 2017, and by the Australian Privacy Principles as well as the other codes of conduct to which we adhere.

This Policy outlines how we collect, hold, use and disclose and manage your personal information.

We value your privacy and are committed to the highest levels of professional service. This includes protecting the privacy of people who support us and protecting the privacy of those with whom we work with.

If you wish to deal with us while not identifying yourself (such as using a pseudonym or anonymously), we will make this option available where it is practicable to do so. However, if you choose not to provide your personal information, we may not be able to provide you with something you require (e.g. a tax receipt).

This Policy applies to all your dealings with us. By providing your personal information, you agree to your personal information being collected, held, used and disclosed and managed as set out in this Policy.

3. Types of personal information we collect and hold

The types of personal information we collect and hold depends on the nature of your dealings with us. In general, we collect personal information:

- in order to provide services to you, or because you are one of our supporters
- so we can share the impact of our work in order to gain more support and optimise benefits to communities overseas
- because you are our employee or volunteer
- because you are one of our suppliers or contractors or employed by them
- because you are one of our partners or employed by them
- because you are a participant in our projects.

We will only use your personal information for the purposes of our activities when:

- we have your express (or implied) consent to do so

- its use is otherwise required or permitted by law

The personal information we typically collect is provided by you and includes:

- contact details (name, address, email, phone numbers)
- your position if you are employed by one of our partners, suppliers or contractors or employed by them
- payment details (credit card, debit card, bank account)
- transaction details/history
- records of your communications and interactions with us
- skills or connections that you might have that can assist us in our work

4. How we collect personal information

We may collect personal information about you in various ways including:

- directly from you
- in person including at our offices or during field visits
- in writing, including via paper forms
- over the internet, including via our website, emails, online surveys and forms
- publicly available sources of information (such as phone books or public websites)
- third parties to whom you have given consent to share your personal information

5. How we hold personal information

We hold personal information electronically and in paper form.

We take reasonable security measures to protect your personal information from misuse, loss, unauthorised access, modification or disclosure using industry standard technology and processes including access-controlled premises, encryption of electronic data and databases requiring logins and passwords.

For online donations received via the website or other online systems are processed using a secure and compliant gateway mechanism to meet payment security card standards. These details are not stored by FHP.

Personal information received offline is received by the FHP office for the processing of donations. Credit card details collected over the phone or at events are stored securely and then destroyed once the payment has been processed.

6. The purposes for which we collect, hold, use and disclose personal information

We collect, hold, use and disclose your personal information for the purposes of being able to fulfil our core work. In doing so we need to provide services, such as:

- processing donations and providing tax receipts
- working with our partners
- reporting to our donors and other stakeholders
- sending mail, emails or newsletters with details of opportunities you may be interested in, in order to assist people in need
- raising awareness of issues that we are involved with
- dealing with enquiries
- dealing with complaints

Similarly, you can also engage with us through our social media such as Facebook and Instagram. You can opt in or out of these websites and can control how you receive content from us through each website's setting page. We only use data collected in an anonymous and aggregated form for statistical purposes only.

You can contact us at any time if you do not wish to receive any of our marketing material. All electronic means of marketing include an unsubscribe button, which will permanently remove you from all future communications.

7. Who we share personal information with

For the purposes outlined above, we may disclose your personal information to the Australian Tax Office, in order to comply with accreditation criteria or where required under applicable law.

8. Accessing your personal information

You have the right to request access or change the details to the personal information we hold about you. Please contact us using the contact details below in the “How to contact us” section.

For security reasons, a written request may be required to access your personal information.

9. How to make further enquiries or make a complaint

If you require further information on how we manage your personal information or wish to make a complaint about a breach of your privacy, please contact us using the contact details in the section “How to contact us” below. We also have a Complaint and Complaints Handling Policy and a Complaints Form available upon request. We will acknowledge your enquiry or complaint within a reasonable time and we will advise you if we require further information to provide you with a response or determine your complaint.

If you are not satisfied with our response or determination of your complaint, you may contact the Australian Privacy Commissioner.

Director of Privacy Case Management
Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Phone: 1300 363 992
If calling from outside Australia: + 61 2 9284 9749.

10. How to contact us

Please mark your request:

Attention: Director
Email: neil@firsthikeproject.com.au

11. Resources

Complaints and Complaint Handling Policy
Privacy Act 1988 (Commonwealth)
Australian Privacy Principles Privacy Fact Sheet

12. Review

This Policy is reviewed on an annual basis.