



PRIVACY POLICY

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POLICY AND INTRODUCTION

Cambodian Kids Foundation (CKF) aims to empower, enable & educate Cambodian communities with opportunity and a new perspective so they can fundamentally change their own lives. At CKF, we encourage Australians to support our work either through monthly sponsorships, or through our MISHCAM volunteer program and other fundraising events to fund our school projects and other programs. In doing so, we also empower Australian volunteers and communities to make a positive, direct and tangible difference to the lives of young children and their families at our Soksan International School (SIS) in Cambodia.

Your privacy is important to us and we aim to ensure transparency when informing you, and our supporters how we capture your data, store it and use it. This policy covers and includes all stakeholders who have contact with CKF and include: supporters, sponsors, children and their families within our sponsored SIS classes, volunteers and staff in both Australia and Cambodia.

Our privacy policy is based on the Australian Privacy Principles. We are committed to protecting and securing the privacy and confidentiality of your personal information, at all times. This means that Australian Privacy principles are strictly adhered to in relation to the collection, storage, use, disclosure, security and access of your personal information. Any and all personal information collected by us through our activities is covered by this policy. In addition, CKF is bound by the Commonwealth Privacy Act (1988) and the privacy provisions of other applicable legislation. This means if at any time you are concerned about the privacy of your own personal information or have suggestions about how we can improve our practices, we would value your feedback. You can contact us on info@cambodiankidsfoundation.org.



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Further, when using your card information, we adhere to the Payment Card Data Industry Security Standards (PCI DSS). These standards are a set of requirements that enable us to keep your card information secure. The PCI DSS ensure that our procedures in relation to the following actions ensure that we apply security controls to prevent a security breach:

- Take payments online
- Take a payment through an electronic payment terminal
- Handle a card number read to us over the phone
- Handle a card number received in a letter or email

We operate a secure network with up-to-date software including anti-virus software with a firewall to protect cardholder data. Secure passwords for all business systems are used and updated regularly. Data is encrypted and no physical or paper copies are stored that have cardholder, sensitive or other personal information evident. Employees have unique passwords, are trained in security standards to ensure customer information remains private and confidential, and what actions to take if there is a breach in the correct management of customer information

DEFINITIONS

Personal Information

Defined as information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information is true or not; and
- whether the information or opinion is recorded in a material form or not.

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

- names and contact information, for example: mailing address, phone number and email address, date of birth, gender and financial information such as bank account or credit card details of our supporters
- details of supporter's donation history, emails, letters and other interactions with CKF
- A volunteer's employer details
- the names, contact information and employment history of current staff or volunteers
- the names and email addresses of supporters who subscribe to our newsletters and emails.



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We may also collect and hold sensitive information of our staff, Board members and volunteers or prospective staff and volunteers, including completed police checks, medical and traveller information.

COLLECTION OF PERSONAL INFORMATION

We collect personal information in many ways: The most common is when you provide basic personal information to CKF through our website, by email, through an online form or through a donation. Your personal information is collected, stored and used in accordance with the three policies explained above. We do not use third parties, such as telemarketers, to fundraise on our behalf.

CKF will not collect, hold, use or disclose sensitive information (including health information or criminal records) about you unless you give us your consent to do so, or where required by law. Some of our supporters prefer to remain anonymous. If you wish, you can remain anonymous or use a pseudonym when you donate. We will respect your anonymity and privacy. If you choose not to provide us with your personal information, we may not, for example, be able to provide you with an official tax-deductible receipt.

At CKF we use the collection of information, images and messages in communications in a way that protects affected people (including children) in a manner that respects their dignity, values, history, religion, language and culture, and their safety and rights. The collection of such information, images and stories requires free, prior and informed consent and will acknowledge people's right to information along with ensuring that the information, images and stories do not harm people or the environment,

HOW WE STORE PERSONAL INFORMATION

CKF values the importance of protecting your personal information from misuse, loss or unauthorised access or use and will take all reasonable steps to ensure that your personal information is secure. We hold your personal information securely through electronic means and according to the Payment Card Data Industry Security Standards (PCI DSS). Staff are trained in our privacy procedures. We use security encrypted response forms to protect the personal and financial information you provide us over the Internet and secure online payment systems, our in-house IT system is secured with a firewall and



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anti-virus scanners, your information is stored in secure databases and only authorised staff have access to your information and only when it is required.

In accordance with the Privacy Act (1988) we 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.

HOW WE USE PERSONAL INFORMATION

We use your personal information to carry out our fundraising and sponsorship activities. For example, we use your personal information to:

- process donations and regular sponsorship
- send you our newsletters, updates and information on specific projects or appeals
- update you if we have information that may affect your support, such as your sponsored SIS class
- confirm who you are when you contact us
- respond to your questions, comments, compliments or complaints
- analyse donor and sponsor activity in order to improve our effectiveness including for quality assurance
- report on our activities including producing our Annual Report

CKF relies on the generosity of our supporters and volunteers to continue our work. Therefore, we may also use your personal information for direct marketing purposes to promote our upcoming events, appeals, projects or other activities with your permission. We will always provide a simple means for you to opt out of receiving these communications or being involved in any of our promotions.

If you wish to opt out: please click the unsubscribe link on our emails and you will no longer receive communications from us.

DISCLOSING YOUR INFORMATION

We respect that who we share your information with is important to you. Under no circumstances do we sell your information onto other third parties. CKF 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



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the purpose for which it was collected or related purposes that you would reasonably expect CKF to use or disclose that personal information. We will not disclose information about you to any other individuals or organisations apart from with our own staff that we engage on a confidential basis to help fulfil our fundraising and administrative activities. We adhere to the Australian Privacy Principles as described above. If for any reason we are required to disclose your personal information both in Australia or overseas we will expressly inform you of the disclosure and obtain your consent.

ACCESS TO YOUR INFORMATION

You have a right to access, update and correct personal information that CKF holds about you. Requests for access to personal information should be made by email, post or phone using the details provided under the 'Enquiries and Complaints' heading below. Before providing access to or correcting your personal information, we may also require you to verify your identity. In the unlikely event that we are unable to provide you with access to your personal information, we will provide you with written reasons for denying access.

ENQUIRIES AND COMPLAINTS

It is important to us that if you are not satisfied with the way in which we are managing your privacy and data that you contact us. Enquiries or concerns about privacy matters, including complaints about how CKF handles personal information and concerns that CKF may have breached the Australian Privacy Principles, should be made in writing as detailed below. We will respond to all enquiries as quickly as possible. If you would prefer to deal with us anonymously, you are not required to provide your personal information to us unless we are required by law to deal with individuals who have identified themselves or it is impractical for us to deal with individuals who have not identified themselves.

If you are not satisfied with how we have handled your matter, 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-page.

If you wish to make a complaint about our privacy practices, please submit a written complaint by email to info@cambodiankidsfoundation.org or by post to:



15 Hillandale Rd
Warragul VIC 3820
Australia

In general, we will respond to your complaint within 30 days, normally much sooner. If you are not satisfied with our response, you may make a written complaint to the Australian Information Commissioner. For more information about our complaints process see our CKF Complaints Policy.