

## Jigsaw Fundraising Privacy Policy

Jigsaw Fundraising is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

### What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website [www.jigsawfundraising.com.au](http://www.jigsawfundraising.com.au), from your website, from media and publications, from other publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and for marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing at [clientservices@jigsawfundraising.com.au](mailto:clientservices@jigsawfundraising.com.au).

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

## Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## Disclosure of Personal Information

Personal Information will be used for the purpose of fulfilling our services and treated in confidence.

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

No part of your data will be disclosed to anyone who is not an employee, third party service provider or contractor of Jigsaw Fundraising, either physically or verbally, unless we are required to do so by law.

In limited circumstances, personal information may be securely sent overseas for the purpose of fulfilling our services to you.

Jigsaw Fundraising will not send your personal information outside Australia without obtaining your consent and in accordance with the APPs.

## Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

We will provide, via a third party provider-a secure file-sending service for receipt of personal data from you and return of results to you.

We will require any third party providers to have acceptable security measures to keep personal information secure.

Data supplied for screening will be stored on a secure server for the duration of the work.

When Personal Information you send to us is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or de-identify your Personal Information on conclusion of the work.

De-Identified Information directly related appeals will be stored in client files which will be kept by us for a minimum of 7 years.

## Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.

## Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as

practicable so we can update our records and ensure we can continue to provide quality services to you.

## Policy Updates

This Policy may change from time to time and is available on our website.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Jigsaw Fundraising

[clientservices@jigsawfundraising.com.au](mailto:clientservices@jigsawfundraising.com.au)