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RESPONSIBLE DEPARTMENT:	Marketing
DATE APPROVED:	19 October 2017
DATE OF NEXT REVIEW:	3 years
RELATED POLICIES AND DOCUMENTS:	Disciplinary Policy Workplace Behaviour Policy Electronic Communications Policy

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### Your Privacy

Foodbank Queensland is committed to using personal information responsibly. We are guided by the Australian Privacy Principles, as well as the codes that we adhere to.

This Privacy Policy helps our supporters, donors, volunteers and other stakeholders understand why and how we collect, hold and use personal information, and what to do if you have questions, concerns or complaints. We will occasionally make updates to this policy, so we will note the date of the last change at the top of this page. We will provide hard copies of this Privacy Policy on request.

It is important to note that our donors and supporters are in control of the personal information that we have about them. They can choose what to provide to us (including being anonymous or using a pseudonym where practicable), they can also access or request a change to these details at any time.

### Collecting your information

Foodbank Queensland collects personal information that helps us to carry out the functions and activities related to providing food relief to those in the Queensland community that would otherwise go hungry. That is, we collect personal information in order to fulfil our core work: engaging with the public, raising awareness and fundraising. If you are a donor, supporter or volunteer, we will use your personal information to keep you informed about our activities and events, let you know how you can get involved and to otherwise interact with you. For example, we may collect your personal information in order to process a donation and provide a receipt, or to record your support of a petition or letter to your local MP.

It is your choice how much information you provide (however, if you choose not to provide all the information, we might not be able to do such things as fulfil a request or process a donation made using a credit card). Below are some examples of what information we commonly collect:

- Personal details, like name or date of birth
- Contact details
- Payment information for donations
- Interests and opinions
- Online interactions you have with us through our website
- Your support for our work, like signing a petition, hosting an event or participating in a charity challenge
- Other areas of our work you might be interested in supporting
- Your communication preferences
- Conversations by phone or email with our staff and volunteers

In most cases, we'll ask you for this information directly (for example asking you to complete a donation coupon, or sending you a survey), however some information is collected from public directories or third parties such as Australia Post (in respect of updated mailing address) or other like-minded organisations and third party suppliers (in respect of obtaining the details of potential Foodbank Queensland supporters).

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## Sensitive information

We do not generally collect any information about racial or ethnic origin, health, political opinions or membership, religious or philosophical beliefs, trade association or union membership, sexual preferences or criminal record, unless:

- the individual has consented, (eg Police background checks on potential volunteers and staff who will be working with clients, or details required to provide effective service to clients), or
- the collection is necessary to prevent a serious and imminent threat to the life or health of a person, or
- the collection is necessary for the establishment, exercise or defence of a legal claim, or
- otherwise required or authorised by law.

## Anonymity

Where practicable, we will allow you to remain anonymous or use a pseudonym when dealing with us. However, in some circumstances it may not be practicable. Please note that if you wish to donate anonymously, we can accept certain payment mechanisms to facilitate this such as a bank cheque.

## Securing your information

To protect your privacy and personal information, when you contact us we'll ask you to confirm your identity by asking you to confirm a few details that we have on record, such as your current address, phone number, and supporter number.

We keep electronic records of personal information secure in our supporter database, and conduct regular tests and audits to ensure that information is held securely and safely. Physical copies of your information, such as donation forms, are kept securely and destroyed when no longer needed. Staff and volunteers are required to sign our policies relating to privacy, and police checks are conducted for sensitive roles.

## E-Payment security

E-payment security on our site is achieved through encryption and system design. Additionally, the e-payment system does not store customers' credit card details on a server or database. Communication with your bank is real time and the credit card number is deleted once the communication to the bank has been completed. At no time does the web merchant see any credit card details.

If you do not wish to disclose your credit card details over the internet, you can phone us on: 07 3395 8422 with your credit card details. We accept Visa and Mastercard only.

## Security

We will take reasonable steps to keep your information safe (whether electronic or in hard copy) and to keep it up to date. This includes complying with the Payment Card Industry Data Security Standard, which covers security of payment card information. Our employees and service providers are also expected to keep personal and payment card information confidential and secure.

We require our service providers to also protect the security of your personal information.

Sometimes we may need to store or use your information in a country other than Australia, usually because one of our technical systems are located or needs to process data overseas (for instance, social media channels). As of the last update of this policy, the countries in which we handle data includes:

- The United States of America.

## Using your information

We collect information to ensure a complete and accurate record of your history and engagement with Foodbank Queensland. For example we will use this information to keep you updated with issues you are interested in, to provide opportunities for you to support Foodbank Queensland's work, attend events, or to notify you of volunteering roles with us.

We will not sell to anyone the personal information we collect. We will only disclose personal information to third party consultants and contractors where it is necessary for them to perform services for Foodbank Queensland - for example, printing a large number of letters to our supporters - and then only if the third party:

- first enters into appropriate confidentiality undertakings with us, and

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- has a privacy policy which is similar to ours.

If you want another person to be able to access or change your details on your behalf (a spouse, legal or financial representative) you can let us know in writing, and we will record this permission.

From time to time, we may also use your details to send you information on behalf of like-minded organisations that you may be interested in supporting as a donor or customer. Your details will not be provided to them, and only the information you supply to them directly will be collected for their records. If you would prefer that we do not consider you for these kinds of communications, please contact us so that we can make a record of this request on file.

We will only record your e-mail address if you send us a message or provide this information to us. It will only be used for the purpose for which it was provided - for example seeking further information about our services, requesting to receive updates about our work or remain abreast of ways in which you can be involved. It will not be added to a mailing list unless you request that this be done. We will not disclose your e-mail address to third parties without your consent.

By using our web site, and voluntarily providing us with personal information, you consent to the collection, use and disclosure of personal information in the manner described in this Privacy Policy.

### Secondary use of information

We may use or disclose personal information which we collect from you for a purpose (the "secondary purpose") which is different from the primary purpose of collection, if it is permitted under applicable privacy legislation, only for example if:

- you would reasonably expect us to so use or disclose such information
- you have given us specific consent to do so
- we are required or authorised to do so by law
- it is necessary to prevent a serious and imminent threat to the life or health of a person, or
- it is a necessary part of an investigation of unlawful activity

### Online Activity, Cookies and Social Media

A 'cookie' is a small data file that resides on your computer's hard drive. Some web sites write to this file when you visit them. A cookie file can contain information such as your user ID in order to track the pages you have visited. A cookie cannot access other information from your hard drive, or from cookies created by other web sites. Cookies, by themselves, cannot be used to find out the identity of any user. The only personal information a cookie can contain is information you supply yourself. Cookies are not used for secure payment transactions.

We use Google Analytics to track visits to our website, and use this information to track the effectiveness of our website, like visits, length of visit, viewed pages and the technical capabilities of our visitors. While this data is mostly anonymous, sometimes we will connect it to you, for instance in personalising a webpage, or prefilling a form with your details. For more information on our analytics tools, read [Google's Privacy Policy](https://www.google.com/policies/privacy/) at [google.com/policies/privacy/](https://www.google.com/policies/privacy/)

We also use tools that tell us when a computer or device has visited or accessed our content, and allow us to tailor advertising both on our websites and through advertising networks on other websites based on your visits or behaviour through cookies on your device. You can control how cookies are used and for what use through the settings on your chosen browser. You can also control how your information is used with advertisers through the Network Advertising Initiative, including opting-out from interest-based advertising ([etworkadvertising.org/choices/](http://etworkadvertising.org/choices/))

You can also engage with Foodbank Queensland through social media, like Facebook, Twitter, Instagram, etc. You can always control how you receive content through each website's settings. Occasionally, we may get in touch with you via social media if you aren't a follower by using the details on your record, such as email address. If you would prefer that we don't do this, please notify us.

### Your right to access and correct information

We will take reasonable steps to ensure that your personal information which we collect, use or disclose is accurate, complete and up to date.

You have the right to access the personal information we hold about you. If the information we hold is not accurate, complete and up to date, you can ask us to modify our records.

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## Our right to refuse

Foodbank Queensland is permitted to refuse access in certain circumstances, including where:

- you have not paid our reasonable costs for accessing and copying the information, or
- we consider your request to be frivolous or vexatious, or
- to do so is likely to prejudice an investigation of possible unlawful activity, or
- to do so will be unlawful, or
- we are otherwise legally entitled to deny your request (whether under the Australian Privacy Principles, or generally at law).

If we refuse your request to either access your personal information, or modify our records, we will provide you with the reasons for our refusal in writing. If we refuse to modify our record, you may ask us to make a note of your request with that record.

## Maintaining your information

You can manage and update select information by contacting our Marketing Manager.

By phone on - 07 3395 8422

By emailing - [admin@foodbankqld.org.au](mailto:admin@foodbankqld.org.au)

By mail - 179 Beverley St, Morningside Q 4170

## Making a query or complaint

If you have a question or a complaint about how we manage your personal information or would like to know more, you can contact Foodbank Queensland's Marketing Manager:

By phone on - 07 3395 8422

By emailing - [admin@foodbankqld.org.au](mailto:admin@foodbankqld.org.au)

By mail - 179 Beverley St, Morningside Q 4170

If you make a complaint, the Marketing Manager will promptly acknowledge that your complaint has been received, provide you with their contact details and give you an estimate of when they can update you on the status of your complaint.

## Revisions

Revision Date	Updated by	Description
14/08/2020	Marketing Manager	New policy approved by FBQ Board