

## POLICY

# Privacy

<b>Established:</b>	May 2018	<b>Review frequency:</b>	Every three years
<b>Prepared by:</b>	P Simmons	<b>Approved by:</b>	Board

## Purpose

***To ensure the correct protection of individual privacy with particular focus on the collection, use, storage and sharing of information specific to an individual***

## Introduction

GraceWorks Myanmar (GWM) is committed to protecting the personal information of our stakeholders. We recognise that individuals have a right to control how their personal information is handled. Providing such information to GWM is an act of trust that GWM takes seriously. We have reason to manage personal information in activities such as delivering programs/projects, managing paid or volunteer human resources, managing digital platforms such as our website and social media accounts, and fundraising.

## Definitions

### Personal information

Personal information is information about an individual (eg name, contact details and records of dealings with GWM).

### Cookies

Cookies are pieces of information that websites transfer to a visitor's computer hard disk for record keeping purposes. Many web browsers are set to accept cookies.

## Collecting, using and sharing information

For all GWM activities, such as those detailed above, we only collect personal information by lawful and fair means, in accordance with Australian Privacy Principles. This includes only collecting, using and sharing information that is necessary to conduct our activities. All representatives of GWM are expected to be mindful of the privacy of others and to maintain required and relevant confidentiality and security at all times.

We take reasonable steps to ensure that personal information collected, used and shared is accurate and current. Where we believe the information we hold is inaccurate, out-of-date, incomplete, irrelevant or misleading, we will take reasonable steps to correct that information.

Our use of personal information is solely to help us deliver services including managing communications and relationships. For example, the personal information of beneficiaries may be used to provide program/project updates or further offers of support, such as training. The personal information of GWM representatives may be used to maintain operational contact. The personal information of supporters including website visitors may be used to process donations, share information based on opt-in subscriptions or social media following (fully controlled by those followers), and improve the way we communicate on digital platforms. In all instances, information we collect will only be used for the range of purposes for which it was collected. This may include processing payments, managing communication and GWM-only marketing, conducting research, maintaining and updating our records, dealing with enquiries and working with our operational team.



Personal information will only be shared with third parties for specific purposes related to why the information was first collected, such as consultants and monitors/evaluators for programs/projects, regulators or legislators in relation to human resource management and compliance, and digital and marketing service providers for GWM uses. Personal information will never be made available for use by third parties for non-GWM activities without consent. We will also never rent, sell or exchange personal information to third parties without consent.

## Website use of cookies

GWM's website uses cookies to improve the convenience, value and functionality of our website for users. Cookies do not themselves personally identify users. They do identify a user's browser. Cookies allow us to record how many people are using various parts of our website. It is possible for a user to set their browser to refuse cookies, though this may limit what they can do on our website.

All personal information stored by us, including names, addresses and contact details, is kept separate from cookies. All cookies used by our website are only for the purpose of tracking navigation through the site. GWM's webserver may log details such as IP addresses, time spent on each web page and where a user is referred from. No personally identifiable information is collected or linked to those cookies. Data collected is used for the purpose of improving GWM's website and understanding the interests of our web visitors. The information is only used by GWM.

## General information security

All personal information is held in secure paper-based and/or electronic files. Electronic information is stored on secure servers with restricted permissions for access by GWM representatives. We take reasonable steps to ensure personal information is protected from misuse, interference and loss, and from unauthorised access, modification or disclosure. When we no longer require specific personal information, we ensure it is destroyed or de-identified.

Our website uses secure forms for general contact information. We engage highly reputable third-party providers for activities relating to donations and specifically credit card payments, including Raisely and Stripe. Both organisations maintain the strictest security practices to keep personal information secure, including the secure transmitting, processing and storage of credit card information.

## Resolving privacy questions and concerns

If you have any enquiries, concerns or complaints about this Privacy Policy, our handling of your personal information or GWM compliance with Australia's Privacy Act, please first consider raising those concerns with your primary GWM representative to expedite a resolution. You may also address enquiries, concerns or complaints to our CEO:

**Address:**  
PO Box 29  
Leopold Vic 3224  
Australia

**Email:**  
[info@gwm.org.au](mailto:info@gwm.org.au)

At all times, individuals have the right to request that GWM cease using and holding their personal information. Such requests will be followed to the fullest extent possible by law, unless we need to keep information for legal, audit or similar reasons.

If a person wishes to correct or change any personal information we hold about them, they are encouraged to contact GWM. Under the Privacy Act and other relevant laws, we will provide our reasons if we are unable to process those requests.

Specifically as it relates to the use of email addresses for GWM activities, individuals may unsubscribe at any time if they do not wish to receive further emails from us.



## References and related documents

### References

- ◆ Australian Council for International Development (ACFID) Code of Conduct
- ◆ Australian Privacy Principles – <https://www.oaic.gov.au/privacy/australian-privacy-principles/>

### Related documents

- ◆ Communications and Media Policy

## Review

Previous reviews: June 2021, October 2024  
Next review: October 2027