ACT PET CRISIS SUPPORT PRIVACY POLICY

Privacy Policy

ACT Pet Crisis Support respects our customers' right to the privacy of their personal information. We have policies and procedures in place to ensure all personal information is handled sensitively, securely, and in accordance with the National Privacy Principles and the Information Privacy Act 2014.

What personal information do we collect and store?

To enable us to provide a services, we may ask for personal details including but not limited to:

1. your name;
2. your address;
3. your telephone numbers or
4. Your e-mail address.

Privacy laws requires us to collect personal information about you only if it is reasonable and practical to do so.

ACT Pet Crisis Support does take measures to ensure personal information is protected from unauthorised access, loss, misuse, disclosure or alteration. We also take have processes in place to destroy personal information when it is no longer required.

Generally, there is no obligation to provide any information requested by us. If you choose to withhold requested information from ACT Pet Crisis Support, we may not be able to provide you with the goods and/or services that rely on that information.

How is your personal information used?

Any personal information that we request is generally used to provide goods and/or service by the charity and to manage our donations and fundraising.

*For example, for a credit card transaction we need your card number details to be able to complete that transaction or for a competition we will require your contact details so we can contact you if you win.*

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Your personal information may also be used to provide you with information and updates about our charity. You may have subscribed to our mailing list, be contacted if you have used our charity previously, made a donation or provided details as part of our fundraisers. We do not send information other than for the main purpose for which we have collected your personal details.

As part of our approval process for assistance we are also required to collect personal information to verify your identity. This may include but is not limited to

1. your date of birth
2. your driver’s license number and
3. VetPay reference numbers or pins.

We do not provide your details to other organisations or third parties for any purpose.

Access to your personal information

We will provide you with access to any of your personal information we hold (except in the limited circumstances recognised by privacy law).

If you require access to your personal information, or need to update any of your details (address, phone numbers etc.) please e-mail us at [actpetcrisis@gmail.com](mailto:actpetcrisis@gmail.com)

More information

If you require more information about Privacy Laws and the National Privacy Principles, it is available from the Federal Privacy Commissioner at <http://www.privacy.gov.au/>.