ACT Pet Crisis Support Privacy Policy

ABN: 25 342 039 058

**PRIVACY POLICY**

At ACT Pet Crisis Support we respect our customers' right to the privacy of their personal information. We have policies and procedures to ensure that all personal information, no matter how or where it is obtained, 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?**

So that we can provide services to you, we may ask for personal details such as your name, address, telephone number or e-mail address. Privacy law requires us to collect personal information about you only if it is reasonable and practical to do so.

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

Generally, you have no obligation to provide any information requested by us. If you choose to withhold requested information however, we may not be able to provide you with the goods and services that depend on the collection of that information.

**How is your personal information used?**

The personal information that we ask for is generally used to provide services by the charity and manage our donation systems or fundraising. For example, for a credit card transaction we need your card number, and for a competition we need your contact details so we can contact you if you win.

We may also use your personal information in other ways to provide you with information and updates about the charity. You may be subscribed to our mailing list, or be contacted again if you have used our services previously, donated to our charity or given us your details as part of our fundraisers. We do not send information to you other than for the main purpose for which we have collected your personal details.

We may also collect your information if you access assistance from the charity, this may include your date of birth so we can verify your identity.

We do not provide your details to other organisations 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, please e-mail us at actpetcrisis@gmail.com

If you need to update your information (eg. if you change your address), please email us at actpetcrisis@gmail.com so we can make the change.

**More information**

More information about Privacy law and the National Privacy Principles is available from the Federal Privacy Commissioner at http://www.privacy.gov.au/.