

Privacy Policy

Thanksgiving Australia Incorporated
(ABN 13 696 899 427)

Our commitment

Thanksgiving Australia is a volunteer-led charity, and the trust of our supporters means everything to us. We are committed to protecting your privacy and handling your personal information openly and securely, in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy explains what personal information we collect, why, how we use and protect it, and your rights.

What information we collect

Depending on how you interact with us, we may collect:

- Contact and identity details— name, email, postal address, phone number.
- Donation and payment information— donation amount and history, and payment details processed securely by our third-party payment providers (we do not store full card numbers ourselves).
- Tax-receipt information— details needed to issue Deductible Gift Recipient (DGR) receipts.
- Volunteer, event and enquiry information— where you volunteer, register for an event (such as a gala dinner), or contact us.
- Website usage data — via cookies and analytics (see "Cookies" below).

We collect sensitive information (such as health or religious information) only where it is reasonably necessary for our activities and, generally, with your consent.

How we collect it

We collect information directly from you — when you donate, sign up to our newsletter, register for an event, volunteer, or contact us — and sometimes through third parties such as our donation and fundraising platforms (for example directly to our Bank accounts, PayPal, Squar or Stripe etc).

Why we use it

We use your personal information to:

- process donations and issue tax-deductible receipts;
- keep you updated about our work, appeals and events (where you've opted in);
- manage volunteers, events and enquiries;
- meet our legal, fundraising, accounting and reporting obligations; and
- improve our website and communications.

Marketing and your choices

We only send you marketing communications where you have opted in or would reasonably expect them. You can unsubscribe at any time using the link in our emails or by contacting us.

Who we share it with

We do not sell your personal information. We may share it with:

- service providers - who help us operate (payment processors, email and IT providers, our website host);
- professional advisers- (such as our auditor and accountant); and
- government or regulatory bodies- where required by law (for example the ACNC or the ATO).

We require our service providers to protect your information and use it only for the purposes we specify.

Overseas disclosure

Some of our service providers (for example cloud and email platforms) may store data overseas. Where this happens, we take reasonable steps to ensure your information is handled consistently with the Australian Privacy Principles.

How we protect your information

We take reasonable steps to keep your information secure — including access controls and secure systems — and to destroy or de-identify it when it is no longer needed and we're not required to keep it.

Accessing and correcting your information

You can ask to access or correct the personal information we hold about you at any time. Contact us using the details below and we'll respond within a reasonable time.

Cookies and website analytics

Our website uses cookies and analytics tools to understand how the site is used and to improve it. You can disable cookies in your browser settings, though some features may not work as well.

Complaints

If you have a concern about how we've handled your personal information, please contact us first (details below) and we'll do our best to resolve it. If you're not satisfied, you can contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au or 1300 363 992.

Contact us

Thanksgiving Australia Incorporated
PO Box 374, Parramatta NSW 2124
Phone: 1300 221 382 · Email: Admin@thanksgiving.org.au

*("Thanksgiving Australia", "we", "us", "our")

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*We may update this policy from time to time. The current version will always be published on our website.