



## **PRIVACY STATEMENT**

This privacy statement relates to personal information collected by The Queen's Fund. The Queen's Fund is strongly committed to the protection of the privacy and confidentiality of your personal information.

### **Collection of personal information**

Supporters of The Queen's Fund include:

- referring agencies;
- donors to the Queen's Fund (either monetary or in kind); and/or
- a subscriber to our newsletters and updates **(Supporters)**.

If you are a Supporter of The Queen's Fund, we may collect your personal information when you give it to us directly, either by telephone, mail, email or through your access and use of our website. We need this information to respond to your application(s) or enquiry, send you a receipt or thank you for your donation. Individuals referred to us by a referring agency for financial assistance are clients of The Queen's Fund **(Clients)**.

If you are a Client of The Queen's Fund, we may collect your personal information when a referring agency applies to us for a financial grant on your behalf. We need this information in order to provide you with the best possible assistance and:

- to assess if you are eligible to receive a grant from The Queen's Fund or the benefit of an offer from one of our corporate partners;
- to determine the amount of the grant (if any) you are to receive from The Queen's Fund;
- for internal reporting purposes;
- to assess the effectiveness of the grants we give; and
- to assess the nature of need in the Victorian community.

### **Consequences if personal information is not collected**

If we are unable to obtain the personal information we need about you, we may be unable to respond to your application in support of The Queen's Fund (if you are a Supporter), or unable to respond to your request for assistance (if you are a Client).

### **Disclosure of personal information to third parties**

Personal information of Supporters will not be disclosed to any third party except:

- professional advisors to The Queen's Fund such as accountants, solicitors, business advisers and consultants and their employees;
- contractors or service providers for the purposes of operation of our website including, without limitation, data and web hosting providers, IT systems administrators, payment processors and electronic network administrators;



- with respect to referring agencies only, our corporate partners (but only so the client can receive the benefit of a partner offer);
- your financial institution if required for direct debit or credit card transactions; or
- if we are required to do so by law.

Client personal information will not be disclosed to any third party except:

- professional advisors to The Queen's Fund such as accountants, solicitors, business advisers and consultants and their employees;
- our corporate partners (but only so the client can receive the benefit of a partner offer); or
- if we are required to do so by law.

### **Cross-border disclosure**

Some personal information may be stored on the servers of a third party located in Australia and Japan.

### **Privacy Policy**

We will always try to ensure that the information collected about you is accurate.

To access the personal information we hold, find out more about how it is handled, or if you do not wish to receive any direct marketing communications from us, please view our Privacy Policy online at **[www.queensfund.org.au](http://www.queensfund.org.au)**. Our Privacy Policy also contains information about how to make a complaint regarding privacy.