



## **Sustainable Housing for Older Women Inc. Bellarine (S.H.O.W)**

### **Privacy Policy**

**Last updated: 1 March 2026**

#### **Personal Information**

You should read this policy before providing us with any personal (including sensitive) information or before using our website. By providing us with your personal information or by using the website, you are confirming your agreement to the contents of this policy. From time to time, it may be necessary for us to review and revise this policy. We reserve the right to change this policy at any time.

#### **Sustainable Housing for Older Women Inc. Bellarine as an Organisation**

Protecting your privacy is fundamental to the way we work with people.

For the purpose of this Privacy Policy, the “**Sustainable Housing for Older Women Inc. Bellarine**” (and ‘we’, ‘our’, ‘us’) means: S.H.O.W

#### **Your privacy is important to us**

S.H.O.W is committed to protecting the privacy of our supporters, clients, volunteers, and stakeholders. We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

We recognise the importance of privacy and community awareness regarding the collection, use, disclosure and security of personal (including sensitive) information which we may collect.

This Privacy Policy explains how we collect, use, disclose, and protect your personal information.

#### **1. What personal information we collect and hold**

We may collect the following types of personal information:

- Identity information: name, date of birth, gender
- Contact details: address, email, phone number

- Donation information: donation history, payment method (processed securely via third-party providers)
- Volunteer information: working with children checks, emergency contacts
- Program participation information: eligibility details, service records
- Website and digital information: IP address, browser type, cookies, analytics
- Any other information you choose to provide to us

We only collect sensitive information (e.g., health, cultural background) with your consent or when required by law.

We may keep copies of the above documents (in physical and/or electronic form, at our election) as is necessary to carry out our functions and provide our services and programs. All personal information is securely stored at all times by us or an authorised external service provider and only authorised people will have access to the above documents and information.

## **2. How we collect personal information**

We collect information in several ways, including:

- Directly from you (forms, emails, phone calls, events, donations)
- Through our website, social media, and digital platforms
- From third-party service providers (e.g., fundraising platforms, payment processors)
- From publicly available sources
- When required or authorised by law

Where reasonable, we collect information directly from you and inform you why we need it.

## **3. Why we collect and use personal information**

We collect personal information to:

- Process donations and issue receipts
- Communicate with supporters, volunteers, and clients
- Deliver our programs and services
- Manage events, campaigns, and community activities
- Recruit and manage volunteers and staff
- Comply with legal obligations (e.g., ACNC, ATO, fundraising laws)
- Improve our website, services, and user experience
- Maintain accurate records for governance and reporting

We only use your information for the purpose for which it was collected or for related purposes you would reasonably expect.

#### **4. Disclosure of personal information**

If necessary to carry out our functions and provide our services and programs, we may need to disclose your personal information to external service providers such as -

- Service providers (Information technology providers, payment processors, mailing houses, CRM systems)
- Government agencies when required by law
- Auditors, insurers, legal service providers and professional advisers
- Partner organisations involved in delivering our programs and other community service providers
- Volunteers or staff where necessary for operational purposes

We do not sell, rent, or trade personal information.

Where information is transferred overseas (e.g., cloud storage), we take reasonable steps to ensure the recipient complies with the APPs or equivalent protections.

#### **5. How we store and protect your personal information**

We take reasonable steps to protect personal information from:

- Misuse
- Interference
- Loss
- Unauthorised access
- Modification
- Disclosure

Security measures include:

- Secure servers and encrypted systems
- Access controls and authentication
- Staff and volunteer confidentiality obligations
- Regular security reviews and data minimisation practices

We retain information only as long as required by law or operational necessity.

#### **6. Access to and correction of your information**

You may request access to the personal information we hold about you or ask us to correct it if it is inaccurate, incomplete, or outdated.

To request access or correction, contact us using the details below. We will respond within a reasonable timeframe and may require identification for security purposes.

## **7. Website, cookies, and analytics**

Our website may use:

- Cookies
- Tracking technologies
- Analytics tools (e.g., Google Analytics)

These help us understand website usage and improve user experience. You can adjust your browser settings to refuse cookies, though some features may not function fully.

## **8. Direct marketing**

We may use your information to send updates, newsletters, event invitations, or fundraising appeals.

You can opt out at any time by:

- Clicking “unsubscribe” in emails
- Contacting us directly

We will always respect your communication preferences.

## **9. Complaints about privacy**

If you have a concern or complaint about how we handle your personal information, please contact us. We will investigate and respond promptly.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

## **10. Contact us**

For privacy enquiries, access requests, corrections, or complaints:

Sustainable Housing for Older Women Inc. Bellarine (S.H.O.W)

Address: 17 -21 High Street Drysdale Vic 3222

Email: [support@showbellarine.org.au](mailto:support@showbellarine.org.au)

Phone: C/-Dianne Bennett 0422 146 604

Website: <https://showbellarine.org.au>

## **11. Updates to this policy**

We may update this Privacy Policy from time to time. The latest version will always be available on our website.