

# Privacy Policy

*Effective 21 August 2024 — Sustain-Ed Projects Limited (ABN 26 680 123 246). Registered charity with the Australian Charities and Not-for-profits Commission (ACNC).*

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## 1. Introduction

Sustain-Ed Projects Limited ("we", "our", "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

## 2. What Information We Collect

We may collect personal information including:

- Name and contact details (address, phone, email)
- Donation details and payment information
- Communications you send us
- Website usage data (via cookies and analytics)

## 3. How We Collect Information

We collect information directly from you when you:

- Make a donation
- Sign up for newsletters or updates
- Contact us via email or forms

We may also collect limited data automatically through our website (cookies, analytics).

## 4. How We Use Information

We use your information to:

- Process donations and issue receipts
- Communicate with you about our work and campaigns
- Comply with legal obligations (ACNC, taxation, fundraising laws)
- Improve our website and services

## 5. Disclosure of Information

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

- Service providers who assist in payment processing, IT, and communications
- Regulators or authorities if required by law
- Our professional advisors (e.g. accountants, auditors)

## **6. Donations and Payment Security**

All online donations are processed securely. We do not store your full credit card details. Payment processing is handled by trusted third-party providers compliant with PCI-DSS standards.

## **7. Data Storage and Security**

We take reasonable steps to protect your personal information against misuse, interference, loss, and unauthorised access. Data may be stored on secure servers within Australia or overseas, subject to appropriate safeguards.

## **8. Access and Correction**

You may request access to the personal information we hold about you, or request corrections if it is inaccurate or outdated. Please contact us using the details below.

## **9. Your Rights**

You may opt out of receiving marketing or fundraising communications at any time by clicking 'unsubscribe' or contacting us. You also have rights under the Privacy Act and may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

## **10. Cookies and Analytics**

Our website may use cookies and analytics tools (e.g. Google Analytics) to improve performance and user experience. You can adjust your browser settings to refuse cookies, though some features may not work as intended.

## **11. Changes to This Policy**

We may update this Privacy Policy from time to time. The updated version will be posted on our website with a new effective date.

## **12. Contact Us**

If you have any questions or concerns about this Privacy Policy, please contact:

Sustain-Ed Projects Limited Email: [info@sustain-ed.org](mailto:info@sustain-ed.org) Address: 9 Bottlebrush Crescent, Suffolk Park, NSW 2481, Australia