

# Nature Conservation Council of NSW (NCC) Privacy Policy

The Nature Conservation Council of NSW (NCC) respects and values all individuals and organisations seeking to contribute time, money or resources to our organisation. We understand that you may be concerned about privacy issues that surround the potential use of your personal details by us. This policy outlines how and when we will use your personal details and who to contact should you require further information.

NCC follows the National Privacy Principles, the Privacy Act 1988, the Information Privacy Act 2000 (Commonwealth), the Anti Spam Act 2003 (Commonwealth), various State Legislation and other applicable laws and codes affecting your personal information. NCC staff are trained to respect your privacy in accordance with the standards required and NCC is committed to protecting your privacy.

## 1. Collecting Your Information

NCC collects information when a member, donor, volunteer, event attendee or merchandise buyer provides us with their personal details or the details of an individual receiving a gift. We will ask for certain information; such as name, home address, e-mail address, receipting information, and perhaps credit card details; in order to provide a service or information to you. If you send us a message, NCC will record your e-mail address.

### Under 18s

If you are under 18, be sure to obtain your parent or guardian's permission before you provide any information about yourself (your name, address, e-mail address, etc.) to us or anyone else. We encourage parents to get involved with their children's usage of the Internet in particular, and to be aware of the activities in which they are participating.

### Information Automatically Logged on our Website

NCC may make a record of your visit to any of our websites and log any of the information that generates for the purposes of:

- statistical and business purposes
- providing you with relevant products and services (including assessing your personal information and identifying you)
- managing and administering the products or services to be provided to you.

The information which may be collected may include your name, postal or email address, date of birth, financial details, tax file number, date and time of visit, pages accessed, documents downloaded, the previous site visited, the type of browser used and any other information NCC considers necessary.

### Cookies

NCC's website uses cookies. Cookies are pieces of information that a web server transfers to your computer's hard disk without you knowing about it. Cookies can be used by NCC to provide us with information on the number of visitors to our site and traffic patterns. This is anonymous statistical data and does not allow us to identify users.

### **Third Parties**

If you provide personal information to us about a third party who is an individual, we ask that you to inform the individual concerned of how we will use and disclose the information, and of his or her rights to gain access to and update it, as set out in this Privacy Policy.

## **2. Information Protection**

When personal information is collected either in person or during your visit to one of our websites and subsequently held by NCC, every effort will be made to ensure that the information which NCC stores is secure. NCC will take all reasonable steps to protect it from misuse, loss and unauthorised access, modification or disclosure. Some of the ways we do this are:

1. By way of confidentiality requirements for our employees,
2. Document storage security policies,
3. Security measures for systems access, and
4. Only allowing access to personal information where the person seeking access has satisfied the identification requirements for access.

## **3. Use and Disclosure of Personal Information**

The information NCC collects may be used by us for the purposes of processing donations, memberships, issuing receipts, providing you with a volunteer opportunity, or providing you with NCC correspondence (eg appeal letters). Our staff may contact NCC members, donors, volunteers, event attendees and/or merchandise buyers to offer them the opportunity to have closer involvement with campaign areas, regional activities and events or to be part of their campaign information networks.

Personal information provided may also be used by NCC to help us better plan for future work, run a more efficient and effective conservation organisation and provide better information and services to you. This may include research, surveys and statistical analysis.

For direct marketing purposes, we may disclose your personal information to third party service providers who assist with direct mail/email appeals; or assist with fundraising activities via telemarketing; or undertake market analysis and advice on fundraising strategies on behalf of NCC.

From time to time NCC may allow like minded organisations to contact you with information that may be of interest to you. In return, these organisations allow us to contact their supporters so that we can reach more people like you who are concerned about the environment. We will always give you the opportunity to indicate you do not wish for us to share your personal information before we do this. Following is an example of the form this may take:

'The Nature Conservation Council really values our relationship with you. We recognise the importance of your privacy and the safeguarding of your personal information. We are careful with all your details and will use them to contact you about issues we believe will be important to you. If you do not wish to receive further communications from the Nature Conservation Council please call us on 02 9516 1488 or tick this box.

The Nature Conservation Council respects your privacy. Occasionally we may allow other like minded organisations to contact you. These organisations allow us to do the same and this way we can reach more people with vital information.

If you do take advantage of any offer from a third party organisation, they may send further offers to you directly.

NCC may also disclose your personal information as required by law to credit providers, credit reporting and fraud checking organisations, an authorised legal representative nominated by you, our accountants, auditors and lawyers, or law enforcement bodies, government or other organisations.

## 4. External Data Use

### Online Payments

NCC uses the third party payment providers such as PayPal and OurCommunity for online credit card transactions. NCC does not store any credit card details related to these financial transactions. Privacy in this instance is governed by the privacy policies of these organisations ([www.paypal.com](http://www.paypal.com) and [www.ourcommunity.com](http://www.ourcommunity.com)).

### Linked Web Sites

As a service to those accessing the NCC website, links are made from NCC's web pages to the websites of certain other organisations, including our member groups. Those sites are not covered by this policy. NCC disclaims any responsibility and/or liability in respect of information and its use on those sites. You will need to contact or review those websites directly to ascertain their privacy standards policies and procedures.

## 5. Opting Out

### E-Mail Cancellation

If you do not wish to belong to an NCC e-mailing list, you may unsubscribe automatically at any time, by following the unsubscribe instructions which are generally included towards the end of each email. If this option is not available then send an email to the list owner or moderator asking to have your name removed. If this option is not available you may e-mail [ncc@nccnsw.org.au](mailto:ncc@nccnsw.org.au).

### Document Cancellation

If you do not wish to receive any further information from us, please contact NCC by telephone (02) 9516 1488, fax (02) 8026 8301 or [ncc@nccnsw.org.au](mailto:ncc@nccnsw.org.au) specifying your name and address as it is written on your address label, or your email address for email correspondence.

Members or non-members can opt out of one or all of our services at any time by contacting our Administration Officer by mail, e-mail, phone or fax. Please contact us if you would like your details updated or removed (excluding legal record-keeping) or if you do not want us to share your information with like minded organisations.

## 6. Access to Information

You have a right to request access to the personal information we hold about you. We will comply with such a request, unless there is a legal reason not to. Members, donors, volunteers, supporters and individuals whose data is held by NCC may request access to their information by contacting the Administration Officer by phone on (02) 9516 1488, by e-mail at [ncc@nccnsw.org.au](mailto:ncc@nccnsw.org.au) or by writing to:

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