

Privacy Policy

Effective Date: 17/09/2025

Website: fillingthegap.org.au

1. Introduction

Filling the Gap ("we", "our", "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs).

2. What Information We Collect

We may collect the following types of personal information:

- **Contact details:** name, address, phone number, email.
- **Donor information:** payment details, donation history, receipts.
- **Volunteer information:** qualifications, experience, screening results (e.g. Working With Children Check).
- **Event participation:** registrations, dietary or accessibility requirements.
- **Website usage:** IP address, browser type, pages visited, cookies.

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

3. How We Collect Your Information

We collect information when you:

- Make a donation.
 - Register as a volunteer or fundraiser.
 - Sign up for our newsletter or events.
 - Interact with us via email, phone, or online forms.
 - Visit our website (through analytics tools and cookies).
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4. Why We Collect Your Information

We use your personal information to:

- Process donations and issue tax receipts.
- Manage volunteer and fundraising activities.

- Communicate with supporters about our work, events, and opportunities.
- Improve our website and services.
- Comply with legal and regulatory obligations.

You can opt out of marketing communications at any time by clicking “unsubscribe” or contacting us directly.

5. Disclosure of Information

We may disclose your information to:

- Trusted service providers (e.g. payment processors, IT support, email platforms).
- Government agencies or regulators if required by law.
- Partner organisations involved in our volunteer or fundraising programs (with your consent).

We will never sell or rent your personal information to third parties.

6. Storage and Security

We take reasonable steps to protect your personal information from misuse, loss, or unauthorised access. This includes secure servers, encrypted transactions, and access controls.

If information is stored overseas (e.g. by third-party service providers), we take steps to ensure it is handled in accordance with Australian privacy standards.

7. Cookies and Online Data

Our website uses cookies and analytics tools to improve user experience and measure engagement. You can disable cookies through your browser settings, but some features of the site may not work properly.

8. Access and Correction

You may request access to, or correction of, the personal information we hold about you by contacting us (see Section 11). We will respond within a reasonable timeframe and in accordance with the Privacy Act.

9. Complaints

If you believe we have breached your privacy rights, please contact us. We take all complaints seriously and will investigate promptly. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Website: www.oaic.gov.au

10. Changes to This Policy

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

11. Contact Us

For privacy enquiries, please contact:

Email: smile@fillingthegap.org.au

Phone: 02 8436 9900

Address: L1, 1 Atchison St, St Leonards 2065