

FemiliPNG Australia (ABN 41 706 886 372) works in partnership with Femili PNG to assist survivors of family and sexual violence (FSV) and sorcery accusation-related violence (SARV) in Papua New Guinea. We rely on the support of individuals to achieve our mission.

FemiliPNG Australia values the contribution that our supporters make to our work, and we recognise our responsibility to protect the privacy of people who share their information with us. We adhere to the [Australian Privacy Principles](#), which form part of the [Australian Privacy Act 1988](#). We are a member of the Australian Council for International Development (ACFID), and a signatory to its Code of Conduct. We are taking steps to comply with the [European General Data Protection Regulation](#).

This Privacy Policy helps you understand why and how we collect, use and store your personal information, and what to do if you have a question or want to make a complaint.

1. Who do we collect information from?

FemiliPNG Australia may collect personal information from people or organisations who donate money to us, make a purchase from our online shop, engage with our website or social media accounts, subscribe to our email lists, volunteer with us, engage with our campaigns and events, contact us via phone or email, provide feedback, or lodge a complaint.

2. What information do we collect and store?

FemiliPNG Australia collects the following types of information:

- Contact information, such as a person's name or pseudonym, phone number/s, residential and postal address/s, and/or email address/s
- Payment information for donations and purchases from our online *Shop for Good* store
- Communication preferences
- Website activity
- Engagement with our social media and email newsletters
- Conversations by phone or email with our staff or volunteers
- Feedback and complaints made via email or through our online complaints form.

FemiliPNG Australia does not collect sensitive information¹ about people who support us, donate money, make a purchase, or follow our online channels.

Online payments (donations and purchases) are processed in real time using a secure payment system, Stripe. FemiliPNG Australia does not store these details. Stripe complies with the [Payment Card Industry Data Security Standards](#) (PCI DSS). Stripe has been audited by an independent PCI Qualified Security Assessor and is certified as a [PCI Level 1 Service Provider](#).

¹ Sensitive information includes information about a person's political opinion, religion, racial or ethnic origin, sexual orientation, or practices

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3. How do we collect your personal information?

Directly from you

FemiliPNG Australia may collect personal information directly from you when you provide it:

- Over the phone
- Through our website
- Via our social media platforms
- By email
- In meetings, interviews, and conversations
- Through online forms
- Through donations
- Through purchases on our Shopify store

Our website

Some information, such as website activity, is collected automatically. This information does not include personally identifiable information (PII). FemiliPNG Australia uses Google Analytics to monitor website trends, including how long individuals are spending on our website.

If you choose to submit a form such as the contact us or complaint form, the PII that you provide will be collected, such as your name and email address. You can choose to submit complaints anonymously.

Our website uses cookies to tailor your online experience. You can choose to disable the cookies on your chosen browser. Disabling cookies may affect your website experience.

The FemiliPNG Australia website contains links to other sites which we think might be of interest. FemiliPNG Australia is only responsible for the content, privacy practice and business practice of our own website.

Mailchimp

FemiliPNG Australia uses Mailchimp to send out newsletter emails. You may provide your personal information (such as your name, email address and location) to us via Mailchimp when you subscribe to our emails.

Mailchimp also automatically collects information about our subscribers' engagement with our emails (such as email open rates, link click rates, and Shopify orders and donations directly stemming from our emails). We use this information to monitor the success of our email campaigns.

All emails sent using Mailchimp contain the Mailchimp logo at the end of the email.

Shopify

FemiliPNG Australia uses Shopify to run our online *Shop for Good* store. You may provide your personal information (such as your name, contact information, and address) to us via Shopify when you order from our store.

Shopify also automatically collects information about your order history and website activity.

With other third party services

FemiliPNG Australia may use other third-party services during its work. This may include, but is not limited to, platforms to facilitate fundraising, social media integrations, and donations.

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4. How do we use your information?

FemiliPNG Australia uses personal information to fulfil our charitable and international development activities, engage with the public, raise awareness and fundraise. We use your information to keep you informed of our work, and how your support is assisting women, their families and communities in Papua New Guinea.

We may use your personal information to:

- Process and fulfil your purchases, donations and receipts
- Communicate with you about how your donations are being used
- Analyse donor, supporter and website activity for quality assurance
- Provide you with information about our events, causes, programs and other activities
- Respond to your questions, comments, or feedback
- Improve your experience with systems by providing tailored experience
- Report on our activities via an Annual Report

We will inform you if we collect your personal information for purposes other than those listed above, *before* we collect this information.

5. How do we store your information?

The protection of your privacy and personal information is of the utmost importance to FemiliPNG Australia. When information is stored by FemiliPNG Australia directly, it is stored in secure electronic databases (OneDrive and SharePoint) which can only be accessed by FemiliPNG Australia staff. These are protected by multi-factor authentication and are encrypted in-transit and at-rest. Our files can be accessed by authorised staff from within Australia and overseas, and are examined regularly to ensure information is current and held securely.

Where a third party is involved in storing your personal information, we require those third parties to handle that information lawfully, and to maintain privacy and security. While we take all reasonable steps to ensure this occurs, FemiliPNG Australia is not liable for unauthorised access or use of that information.

We will destroy or de-identify your personal information when we no longer need it for the purpose for which it was collected unless the law requires otherwise.

If you send us your personal information when we don't ask for it, we will determine whether the information is related to one or more of our activities. If the information is not relevant to what we do, we may destroy or de-identify the personal information if it is lawful and reasonable to do so.

6. Processing, using and disclosing your information

We will only process, use and disclose your personal information in accordance with the [Australian Privacy Act 1988](#), the [Australian Privacy Principles](#). This may include:

- Where processing, using, or disclosing your information is required by law.
- Where we have your consent to use or disclose your personal information.
- For the purpose for which it was collected, or related purposes that you would reasonably expect FemiliPNG Australia to process, use or disclose that personal information.

If you agree, FemiliPNG Australia will share your data with our partner, Femili PNG, so that they may keep you up to date on their activities, and offer you their products and services. We will not sell your information to any other organisation.

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7. Opting out

You are welcome to opt out of communications from FemiliPNG Australia at any time. Use any of the clear links that we provide in all our digital communication, or email info@femilipngaus.org

8. What are your data protection rights?

FemiliPNG Australia would like to make sure that you are fully aware of all your data protection rights. Every person involved with FemiliPNG Australia has the right to:

- Request access to copies of your personal data.
- Request that any inaccurate personal information be corrected, or that any incomplete information be completed.
- Request your personal data to be erased, under certain conditions.
- Request the processing of your personal data to be restricted, under certain conditions.
- Object to the processing of your personal data, under certain conditions.
- Request your data to be transferred to another organisation, or directly to you, under certain conditions.

You are welcome to contact FemiliPNG Australia at any time to view or modify your information. If you would like to make a request, or exercise any of these rights, please contact us:

- By phone: +61 2 6125 3446
- By email: report@femilipngaus.org
- By mail: C/- Development Policy Centre,
7 Liversidge Street, Australian National University,
Acton, ACT 2601, Australia

9. Privacy concerns or complaints

FemiliPNG Australia has a process for handling complaints. Should you have a complaint about FemiliPNG Australia's protection of your privacy, contact FemiliPNG Australia via email: report@femilipngaus.org

The complaints handling policy is available on our website, or by request.

FemiliPNG Australia does not charge anyone to lodge a complaint.

If you are not satisfied with our response, you may refer the matter to the relevant Privacy Commissioner or Commonwealth Ombudsman, and FemiliPNG Australia will co-operate fully with any resulting process.

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10. Policy amendments

All policies are subject to review and endorsement by the FemiliPNG Australia Board. Suggestions about this policy are welcome and should be directed to the FemiliPNG Australia CEO. Any amendments or changes to the Policy will be submitted to the Board for endorsement.

The CEO is responsible for maintaining this document, including updating confirmed changes, informing staff of the changes, and disseminating the latest version to all personnel. This policy will be reviewed every three years, or as needed to meet governance obligations and/or changes in legislation.

11. Related documents

Document number	Document name
POL-004	Complaints Handling Policy
PROC-003	Data security procedure

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