

# Collecting your personal information – Supporters



## Our commitment to protect your privacy

We are committed to protecting your privacy. Our Privacy Policy is available here: [www.thesmithfamily.com.au/privacy](http://www.thesmithfamily.com.au/privacy).

## This statement describes the personal information we collect about our supporters and what we do with it.

### What is personal information?

Personal information is any information that can identify you.

### Why do we collect personal information about you?

We need information about you so we can engage with you regarding your support of The Smith Family. We use this information to:

- Manage your support
- Process your donations
- Provide you with tax receipts
- Respond to your queries
- Keep you up to date with initiatives that may interest you.

We also use personal information to conduct research to assist us to better understand and connect with our supporters.

### What personal information do we collect?

We may collect information like:

- Names and date of birth
- Address and contact details
- Payment information about donations
- Survey responses (unless submitted anonymously) that will help us improve our processes and activities.

### How do we collect personal information?

Where we can, The Smith Family collects your personal information directly from you including when you give it to us, for example, by completing sponsorship, monthly donor, single donation, or Appeals forms online or by contacting our teams.

In some situations, a third party (such as a payment processing service, website, or other agent or contractor acting on behalf of The Smith Family) will collect and share your personal information with us so we can appropriately engage with you regarding your support of The Smith Family.

This may occur when you authorise a donation or sponsorship payment or register your support as a sponsor, monthly donor, or other kind of financial supporter.

Upon receipt of your personal information, we will record your details in our systems as a supporter and handle it securely in the same way as if it were collected directly.

You can also change or access the personal information provided to us at any time.

### What happens if you do not give us your personal information?

If you do not provide certain information that we request, that may limit our ability to manage your support, process your donations or respond to your queries.

### When do we share your personal information?

We may disclose your personal information with contractors or other service providers who perform tasks on our behalf; for example, researchers, tele-support services to update your sponsorship or monthly donations, or mail houses that send correspondence like appeal letters, tax receipts and student updates.

### Keeping your personal information safe

The Smith Family has systems and processes to keep all personal information we handle safe and secure.

We may store your information securely on cloud-based services, but we do not disclose it to persons located overseas.

### Contacting us

If you have any questions or need to contact us, including to complain or update, correct, or access the personal information we hold:

- call our supporter care line on **1800 024 069**
- or email [privacy@thesmithfamily.com.au](mailto:privacy@thesmithfamily.com.au)

Our privacy policy contains more information about these steps.