



Supporter Privacy Policy

1. Objective

Pathways Tasmania is committed to maintaining high standards of confidentiality for all private information stored by the organisation and to making supporters aware of how their personal information will be used. This policy details how supporter personal information is used by Pathways Tasmania and in what circumstances personal information will be disclosed to other parties.

2. Scope

This policy applies to all:

- a) Pathways Tasmania casual volunteers;
- b) Pathways Tasmania Donors;
- c) Attendees at events run by Pathways Tasmania;
- c) Anyone that Pathways Tasmania holds personal information for (e.g. through mailing lists), excluding clients of Pathways services, employees and regular volunteers which have specific policies that apply to them.

A casual volunteer is a volunteer that signs up to assist Pathways Tasmania with specific tasks or events on a case by case basis.

The people listed in this section are collectively referred to as 'supporters'.

3. Authority

This policy supports compliance with:

(a) *The Privacy Act 1988 (Cth)*

4. Information we may collect

Pathways Tasmania collects certain information about our supporters to satisfy legal obligations, to enable our supporter communications, to process donations and to achieve the purposes set out within this policy. Personal information about you that Pathways Tasmania stores on its systems may include:

- Name;
- Contact details, including Postal Address, email, and phone number;
- Details of interactions with Pathways Tasmania (e.g. events you have attended);
- Donation history and pledged donations;
- Communication preferences;
- Interest in Pathway's programs, services, fundraising programs and events;
- Credit Card information for the purposes of donation, event and merchandise payment and processing;
- Dietary requirements for events or similar functions.

5. Storage of Information

- 5.1 Any information that is collected and held by Pathways Tasmania that includes personal information is stored in a manner that restricts access to that information to those authorised to view it. Those authorised to view personal information are done so on a needs basis and may include fundraising staff, administration staff, and managers.
- 5.2 All supporter personal information is stored in a secure digital platform that is password protected and adheres to industry standard safety standards.
- 5.3 Pathways Tasmania does not store Credit Card information directly, however, our payment gateway services such as Stripe and PayPal will store credit card information as per their provider policy that will be disclosed at the payment gateway.

6. Confidentiality Principles

- 6.1 All Pathways Tasmania team members are required to sign a confidentiality agreement with Pathways Tasmania restricting their usage of data to the purposes listed in this policy.

7. Third Parties

- 7.1 Pathways Tasmania uses the services of, or informs certain third parties, to enable us to deliver our services and satisfy legal and contractual obligations. Due to these requirements, personal information may be shared with the following third parties:
- Software Providers. Pathways Tasmania uses a variety of digital products that are used to transmit and store personal information. Pathways Tasmania actively choose software providers that are committed to maintaining data privacy.
 - Law enforcement. Pathways Tasmania may disclose personal information to law enforcement agencies where required for legal or ethical reasons.
 - Legal or other advisers. From time to time Pathways Tasmania may need to seek external advice for operational or legal reasons which may involve sharing certain personal information. Where possible, this information will be anonymised.
- 7.2 As part of reporting to donors, sponsors, grant/funding bodies and for advertising of services, anonymised and aggregated data from supporters may be shared with a variety of third parties and publicly.
- 7.3 Pathways Tasmania will not provide, sell, or rent supporter information to commercial list brokers or similar for the purposes of financial gain.