Privacy Statement

ARWA Inc. is devoted to the protection and security of the privacy and confidentiality of your personal information.

From its creation in Feb 2005, ARWA Inc must adhere to the National Privacy Principles related to collecting, using, disclosing, securing and allowing access to your personal information.

This policy sheet provides the information that the Privacy Act requires us to communicate to all of our Donors. We recommend that you keep this information for future reference.

Your personal information

Personal information held by ARWA Inc. may include:

- your name
- contact details (address, phone, fax, email)
- bank account or credit card details if provided
- donation history.

If you choose not to provide us with your contact details when you send a gift to ARWA Inc, we won't be able to issue you with an official tax-deductible receipt and an letter of appreciation.

How we collect personal information

ARWA Inc. usually collects personal information directly from you, when you provide it over the phone, website or on a donation coupon when making a gift to ARWA Inc.

Other sources would only include publicly available sources of information.

How we use your personal information

Your personal information may be used to:

- process any donations you may send to us
- send to you information about ARWA Inc.

If you do not wish for us to contact you about latest appeals or projects, please call

Disclosing your Information

ARWA Inc will not disclose information about you to any other organisation except your financial institution in the case of direct debit or some credit card transactions.

Help us keep your information accurate

ARWA Inc. aims to ensure that the information we hold about you is accurate, complete and up-to-date. However the accuracy of this information is largely dependent on the information you provide.

To assist us with this, please contact us if you are aware of any changes required to your personal information.

Keeping your information safe

ARWA Inc. keeps your personal information securely through physical and electronic means.

We will take all reasonable steps to ensure that your personal information is not misused, lost or subject to unauthorised access or use.

You can access your information

Under new privacy requirements, you have a right to access the personal information that ARWA Inc. holds about you.

All requests for access to personal information should be made by email, post or phone as detailed below.

A small fee may need to be charged for searching for and providing you with access to your personal information.

Contacting us

Please contact us if:

- you have any queries in relation to privacy policy of ARWA Inc.
- you would like to know what personal information ARWA Inc. holds about you and how you can gain access to it
- you believe that your privacy has been breached and you wish to make a complaint

You may contact us by:

Writing to: ARWA Inc.
16 Maroni Place, St Clair NSW 2759

Emailing: **info@arwa.org.au**

Telephoning: 02-9670 6536 between the hours of 9am and 5pm, Monday to Friday.