

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

This statement describes the personal information we collect about our supporters and how it is used.

What is personal information?

Personal information is any information that can identify you.

Why is your personal information collected?

We collect information to engage with you regarding your support of The Smith Family. We use this information to:

- Process and reconcile your donations
- Provide you with tax-compliant receipts
- Respond to your donation and account enquiries
- Provide you with updates on initiatives that may interest you.

Personal information is also sometimes used to conduct research to better understand and connect with our supporters.

What personal information is collected?

We may collect information like:

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

How is your personal information collected?

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.

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

How is your personal information kept 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 located outside Australia. When we engage service providers we ascertain if they follow Australian privacy law and/or take reasonable steps to ensure that our service providers only use your personal information to provide relevant services and will keep it confidential and meet applicable privacy obligations.

When is your personal information shared?

We may disclose your personal information with contractors or other service providers who perform tasks and manage communications 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, student updates, other updates.

When you donate through our website, your payment is securely processed by a third-party platform. To help prevent fraudulent card use and unauthorised transactions, we use a trusted service provider based in the United States to scan and process a limited amount of your personal information. This is done in accordance with relevant U.S. privacy and data protection laws and meets applicable privacy obligations.

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 process your donations or respond to your donation and account related enquiries.

Contact us:

Phone: 1800 024 069

Email: privacy@thesmithfamily.com.au

Our [privacy policy](#) contains more information about these steps.