



## **PERSONAL INFORMATION PRIVACY POLICY**

### **Agape in Action Australia**

January 2026

#### **Introduction**

Agape in Action is committed to protecting the privacy and dignity of all individuals who engage with our work. This Privacy Policy explains how we collect, use, store, and protect personal information, in accordance with the Australian Privacy Act 1988 and the Australian Privacy Principles.

#### **Who we are**

Agape in Action is a charitable organization dedicated to advancing social or public welfare, health and education in poverty-stricken communities around the world.

This policy applies to all personal information collected by Agape in Action through our website, programs, donations, events, and communications.

#### **What personal information we collect**

We may collect personal information including, but not limited to:

- Name
- Email address
- Phone number
- Postal address
- Donation and payment details
- Communication preferences

We do not collect sensitive information unless it is reasonably necessary and provided with explicit consent.

## How we collect personal information

We collect personal information when individuals:

- Make a donation
- Subscribe to newsletters or updates
- Contact us via our website or email
- Register for events
- Engage with us as a volunteer
- Complete forms requesting updates or information

Information may be collected directly from you or via trusted third-party service providers (such as secure payment platforms).

## Why we collect personal information

We collect personal information for purposes including:

- Processing donations and issuing receipts
- Communicating with supporters and partners
- Delivering programs and services
- Meeting legal, financial, and reporting obligations
- Improving our operations and outreach

We only use personal information for purposes reasonably expected by you, or as required by law.

## Disclosure of personal information

We do not sell, rent, or trade personal information.

We may disclose personal information to:

- Trusted service providers (e.g. payment processors, IT services), strictly for operational purposes
- Regulatory or government authorities where required by law

All third parties are required to handle personal information securely and confidentially.

## Overseas disclosure

In some cases, personal information may be stored or processed overseas (for example, via cloud-based systems). Where this occurs, we take reasonable steps to ensure privacy protections consistent with Australian standards.

## Data security

Agape in Action takes reasonable steps to protect personal information from misuse, loss, unauthorized access, or disclosure. Measures include secure systems, restricted access, and reputable service providers.

## Access and correction

Individuals may request access to the personal information we hold about them, or request corrections if the information is inaccurate or out of date. Requests can be made by contacting us using the details below.

## Complaints

If individuals believe we have breached your privacy, you may contact us directly. We will investigate and respond promptly. If individuals are not satisfied, they may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

## Changes to this policy

We may update this Privacy Policy from time to time. The current version will always be available on our website.

## Contact us

For privacy enquiries, access requests, or complaints:

Email: [info@agapeinaction.com](mailto:info@agapeinaction.com)

Website: [www.agapeinaction.com](http://www.agapeinaction.com)