

Privacy and Confidentiality Policy

Introduction

Further Hope Community Support Ltd knows that you care how information about you is used and shared, and we appreciate your trust and want you to feel confident in our services and security as it relates to your personal information. The following privacy policy applies to all Further Hope Community Support Ltd users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact us at 1300526892 or at our email: admin@furtherhope.org.au

Our Privacy Principles

Further Hope Community Support Ltd adopts and is bound by the National Privacy Principles (NPPs) in the Privacy Act 1988 (the Act). We have put in place internal policies and procedures to ensure that personal information that we collect, store, use and disclose is dealt with in accordance with the NPPs. You can see the full text of the NPPs online at www.privacy.gov.au

Collection of information

Where possible we will collect personal information directly from the individual concerned. Where we are in possibility to do so, we will use our best endeavours to seek an individual's consent before obtaining their personal information from third parties.

Personal Information we collect from clients

The information we learn from clients helps us personalise and continually improve our services. Here are the types of information we gather.

- **Information You Give Us:** We receive and store any information you enter on our Web site or give us in any other way. You can choose not to provide certain information
- **Automatic Information:** We receive and store certain types of information whenever you interact with our website. For example, like many web sites, we sometimes use "cookies," and we obtain certain types of information when your Web browser accesses our website.
- **E-mail Communications:** To help us make e-mails more productive to improve service and your shopping experience, we sometimes send you newsletters of our services and products, notifications of changes to our policies, and order confirmations. If you do not want to receive e-mail from us, other than order notifications and receipts, you can unsubscribe at any time with one click in any of our newsletter emails.

- **Personal Information** refers to any information or any opinion, whether true or not, from which an individual's identity is apparent, or can reasonably be ascertained; and
- **Sensitive Information** refers to information about a person's racial or ethnic origin, political opinions or associations, religious beliefs or affiliations, philosophical beliefs, trade and professional memberships, sexual preferences or practices or criminal record.

Use of Collection Information

Any details collected from Further Hope Community Support Ltd. customers is required in order to provide you with our products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references, and to assist in our staff development.

Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at admin@furtherhope.org.au.

Communications

Further Hope Community Support Ltd uses personally identifiable information for essential communications, such as Emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional Emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at admin@furtherhope.org.au. You will be notified when your personal information is collected by any third party that is not our agent/ service provider, so you can make an informed choice as to whether or not to share your information with that party.

Third Parties

Further Hope Community Support Ltd. may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose.

Further Hope Community Support Ltd. does not share any information with third parties for any unknown or unrelated uses.

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

Links

Links on the Further Hope Community Support Ltd. site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of www.furtherhope.org.au

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

Further Hope Community Support Ltd Security Policy

Further Hope Community Support Ltd uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of New Zealand and Australia merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by Further Hope Community support Ltd. or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Further Hope Community support Ltd. For more information about eWAY and online credit card payments, please visit www.eway.com.au

Delivery Policy

Donations

All transactions are processed in Australian dollar (AUD\$).

After donating online, you will receive an email confirmation from eWAY containing your donation details (if you have provided your email address).

We will normally confirm receipt of your donation within a few minutes of donating. If you wish to query a donation, please contact us at admin@furtherhope.org.au

Refunds and Cancellation

Once donations are made they are non-refundable.

should you have made a donation in error, please contact Further Hope Community Support Ltd. at 1300526892 or email at admin@furtherhope.org.au . If you have any enquiries regarding this document and the payment services offered by eWAY please visit eway's website at www.eway.com.au

How to Contact Us

All queries or complaints regarding this Privacy Statement, or requests for access to, or correction of, personal information should be directed to Further Hope at:

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MILTON, Queensland 4064, Australia
PO BOX 1279, MILTON QLD 4064

Ph: 1300526892

E-mail: admin@furtherhope.org.au