

OPPORTUNITY INTERNATIONAL AUSTRALIA PRIVACY POLICY

May 2025

GENERAL PRIVACY POLICY STATEMENT

Opportunity International Australia (“Opportunity”, “we”, “us” or “our”) respects your right to privacy and we recognise the trust you place in us through your dealings with us. Your privacy is important to us.

We have obligations to protect your personal information under the Privacy Act 1988 (Cth) (including the Australian Privacy Principles) and general law.

WHAT IS PERSONAL INFORMATION?

Personal information means information or an opinion (whether true or not) about an identified person or a person who is reasonably identifiable. Examples of personal information include your name, address and contact details.

Sensitive information is a subset of personal information and includes information or an opinion on things like your race or ethnic origin, sexual orientation, health information, philosophical beliefs, political opinions, or religious beliefs or affiliations.

WHAT PERSONAL INFORMATION WE COLLECT

The types of personal information that we collect about you depends on the nature of your interaction with us, including if you are a donor, supporter (or prospective supporter), volunteer, contractor, employee, program beneficiary or if you engage with us in some other way.

These types of personal information include:

- your name and date of birth
- your contact details such as address, phone number and email address
- a history of your donations, correspondence and other interactions with us
- your employer details, if you participate in workplace giving
- credit card or bank account details
- if you apply for a job or volunteer position with us, your work history, qualifications and other information necessary to consider your application, and
- information about your interactions with our website, including via tracking technologies such as cookies.

You can decline to provide us with personal information, or choose what information to provide to us (including being anonymous or using a pseudonym). However, without your personal information, we may not be able to provide services to you. For example, you may not be able to obtain a tax deduction for your donation if you do not provide us with your personal information.

Sensitive Information

Sometimes we might collect sensitive information about you because we want to know what makes you passionate about poverty and justice issues so we can better

communicate with you, or where it's necessary to provide you with services that are suitable for you (for example, tailoring Insight Trips to accommodate health issues you may have).

This information is used so we can notify you of developments within Opportunity or events that may be of specific interest to you. We will only collect your sensitive information with your consent or where we are permitted to do so by law.

HOW WE COLLECT PERSONAL INFORMATION

Where possible, your personal information is collected directly from you. This can be from donation forms, events or Insight Trip registrations, through the website or by you giving information directly to Opportunity staff. We may also collect your personal information ourselves, such as when you interact with us, our services or our systems in some way (including through our website via cookies).

We may also collect your personal information from third parties, such as those that have provided us with lists to identify prospective supporters. When we collect personal information about you from a third party, we will take reasonable steps to ensure that the third party collected the information lawfully and that they have the right to share it with us.

If you provide us with personal information to us about someone else, you must ensure you collected that information lawfully and that you are entitled to disclose that information to us.

HOW WE USE PERSONAL INFORMATION

We collect, use, hold and disclose your personal information for the following purposes:

- to undertake our business functions and activities and to manage your relationship with us, including to manage your volunteering relationship with us, to process donations, to allow you to create your own fundraising page through our website, to respond to your inquiries, to send receipts, surveys, newsletters or updates about our programs,
- to conduct marketing and fundraising activities, to invite you to Opportunity functions, and to obtain your feedback about our events or services;
- to manage, administer and improve the quality of our products and services, including to undertake analytics activities that inform our product development initiatives and marketing campaigns;
- to personalise your online experience and promote our products and services to you – including to send you information about our marketing and fundraising activities we think you could be interested in;
- to make employment and recruitment decisions, including to assess your suitability for a role, and to confirm your eligibility to work; and
- as authorised or required by law.

WHO WE DISCLOSE PERSONAL INFORMATION TO

From time to time, we may disclose your personal information (where relevant) to:

- our service partners, such as:

- volunteers, agents, contractors and third party providers who we retain in connection with supporter activities including mail houses and printing companies
- development agencies, not for profits and other organisations based overseas that help us to design, implement and evaluate our programs and programs we fund (including providing services to you if you undertake to visit these programs, such as providing an invitation letter to support a visa)
- third party providers such as travel agents who we retain in connection with Insight Trips
- contractors who we retain to provide services in connection with Opportunity's database or practices
- organisers or hosts of Opportunity functions that you choose to attend
- people viewing an Opportunity fundraising page on our website who may see your name and donation amount if you do not choose to remain anonymous when you donate to an Opportunity fundraiser
- affiliated Opportunity International Support Members or Opportunity Global personnel, and other members of the Opportunity International Network
- your authorised representatives
- our legal representatives and other professional service providers, and
- other entities as authorised or required by law.

We may also disclose the contact details of our staff to donors, potential supporters and grant funding providers for the purposes of raising funds to support our programs.

We will not sell your personal information to other charities or sell or provide it to list brokers.

DISCLOSURE OF PERSONAL INFORMATION TO OVERSEAS RECIPIENTS

Sometimes we need to share your personal information overseas. For example, we may need to share your information with:

- third parties (such as our service partners who help us provide services to you) who are in locations outside Australia, and
- other members of the Opportunity International Network, if you reside or have interests in countries where Opportunity has affiliated partners.

Whilst it is not practicable to list every country in which these recipients are located, the countries to which your information may be disclosed include Bangladesh, China, Canada, Germany, Hong Kong, India, Indonesia, Nepal, the Philippines, Singapore, UK and the USA. We may also disclose your personal information to countries where you are undertaking an Insight Trip.

HOW WE SAFEGUARD AND STORE YOUR PERSONAL INFORMATION

The security of your personal information is important to us. We use a combination of technical solutions, security controls and internal training and processes to help us protect your personal information from unauthorised access and disclosure.

ONLINE ACTIVITY AND SOCIAL MEDIA

We use 'cookie' technology on our website. A cookie is a small text file created and stored on your computer's hard drive by your internet browser software, in order to hold relevant information about the web page you are currently viewing. We use cookies to understand how our website is used and how we can improve our visitors' online experience.

You can block, remove or control how cookies are used through your browser settings. While you will still be able to browse our website with cookies disabled on your internet browser, some website functionality may not be available or may not function correctly.

We sometimes use various Google Analytics tools to collect data for advertising purposes, including via advertising cookies and identifiers. We use these tools to track website visits and monitor the effectiveness of our website. The information collected includes the length of visits, pages viewed, general location or technical information. These tools may allow Google, YouTube and Facebook to show you Opportunity ads after you visit our website.

You can control the information Google, YouTube and Facebook use to show you ads through their platform settings. If you don't want your data being used by Google Analytics, you can download and install the [Google Analytics opt-out browser add-on](#). You can also control how your information is used with advertisers or opt-out of interest-based advertising through the [Network Advertising Initiative](#).

We may also engage with you through social media platforms such as Facebook, Instagram or LinkedIn. You can control what content you receive using the settings of each platform.

DIRECT MARKETING

Where we use your personal information to send you direct marketing communications by mail, email or phone, we will provide you with an opportunity to opt out of receiving such communications. If you do not wish to receive marketing communications from us, please unsubscribe as set out in the marketing communications, or contact us. Our full contact details are provided in the 'How to Contact Us' section below.

When you opt-out of direct marketing communications, we may still need to send you important factual messages about the services we provide.

HOW YOU CAN ACCESS, UPDATE OR CORRECT YOUR PERSONAL INFORMATION

We take reasonable steps to ensure that the personal information we hold about you is accurate, complete and up-to-date. We encourage you to keep us informed of changes to your information such as your name, address or credit card details.

If you would like access to the personal information we have collected or hold about you, or want us to correct or update that information, please contact us. Our contact details are below.

To protect your privacy and personal information, we may require you to confirm your identity when you contact us by confirming some of the details we have on record for you, such as your current address, phone number, email address or date of birth.

There is no charge to submit a request or correct your personal information. However, in some circumstances, we may charge an administrative fee for providing access to your personal information at your request. We will always inform you of any relevant charge before proceeding.

HOW YOU CAN MAKE A COMPLAINT AND HOW WE WILL DEAL WITH IT

We value our supporters and will do our best to address any privacy issues you have. If you have any questions, comments or concerns or would like to make a complaint about our privacy policy or practices, please contact us.

We will strive to acknowledge any inquiries or complaints as soon as possible, and will advise you of the process and expected timeframe for resolution. For more information you can read our Complaints Policy and process on our website. You may also raise any concerns directly with the Office of the Australian Information Commissioner (OAIC).

HOW TO CONTACT US

- In person to Level 11, 227 Elizabeth Street, Sydney NSW 2000
- By mail to Opportunity International Australia, PO Box A524, Sydney South NSW 1235
- By phone on 02 9270 3300 or 1800 812 164.
- By email at opinfo@opportunity.org.au or privacy@opportunity.org.au
- Privacy Officer: Nicole Clements

CHANGES TO THIS PRIVACY POLICY

We may make changes to this policy from time to time. Where we make a material change to this policy, we will notify you through our website. The most up-to-date version of this policy can always be found on our website www.opportunity.org.au.

This policy was last updated in May 2025.