



Privacy Policy

1. Introduction

The Board of Cherished Pets Foundation (CPF) is committed to protecting the privacy of personal information that the organisation collects, holds, and administers. Personal information is data that directly or indirectly identifies a person. This policy ensures CPF's compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. Purpose

This Privacy Policy provides a framework for CPF in handling personal information and outlines CPF's commitment to privacy protection. It details the principles CPF follows to ensure transparency, security, and accountability in data management.

3. What Personal Information We Collect

CPF collects and administers a range of personal information necessary to provide in-home pet care and related services to elderly and disabled pet owners. The types of information collected may include:

- **General Information:** Name, age, address, email, phone number.
- **Pet Information:** Pet's name, breed, age, medical history, and care needs.
- **Health and Disability Information:** Where relevant to service provision, with explicit consent.
- **Financial Information:** Payment details, donation records, and funding eligibility.
- **Identification Documents:** Such as a driver's licence, where required for verification.
- **Communication Records:** Correspondence via phone, email, and online interactions.

- **Volunteer and Employment Information:** Background information relevant to volunteer and staff roles.

4. How We Collect Personal Information

CPF collects personal information through various means, including:

- Directly from individuals via service registration, donation forms, or volunteer applications.
- Online through CPF's website, social media, or electronic communications.
- During in-person interactions at clinics or community programs.
- From third parties, such as veterinary clinics, funding bodies, or partner organisations, with consent.

5. Why We Collect Personal Information

CPF collects personal information to perform its primary functions, including:

- Delivering veterinary and social support services.
- Processing donations, payments, and receipts.
- Coordinating volunteer and employment opportunities.
- Conducting community engagement, advocacy, and education programs.
- Meeting legal and regulatory obligations.
- Communicating with donors and supporters about CPF's impact and fundraising campaigns.

6. Who We May Share Your Information With

CPF does not sell or rent personal information. However, CPF may disclose information in the following circumstances:

- To trusted service providers: Veterinary clinics, IT support, payment processors, and donor management platforms.
- To funding bodies or regulatory authorities: Where required by law or for compliance and reporting purposes.
- To partner organisations: When coordinating care services or advocacy initiatives, with consent.
- For research and impact measurement: In de-identified form to advance CPF's mission.
- As required by law: In response to law enforcement requests or legal obligations.

Where CPF shares information with external providers, strict privacy and security measures are in place to ensure compliance with Australian privacy laws.

7. Data Security and Storage

CPF takes reasonable steps to ensure personal information is protected from misuse, loss, or unauthorised access. Measures include:

- Secure databases and encrypted storage to protect sensitive data.
- Access controls to restrict information to authorised personnel only.
- Regular security audits and compliance checks to uphold cybersecurity standards.
- Confidentiality agreements with service providers and staff.

Personal information is primarily stored on secure servers within Australia. If CPF uses third-party storage providers that store data overseas, CPF ensures compliance with Australian privacy regulations.

8. Accessing, Correcting, or Updating Your Information

Individuals have the right to:

- **Access** the personal information CPF holds about them.
- **Request corrections** if information is inaccurate or outdated.
- **Opt out** of marketing, fundraising, or promotional communications at any time.

Requests for access or correction should be directed to CPF's Privacy Officer using the contact details below. CPF will respond within a reasonable timeframe. If CPF refuses access, a written explanation will be provided in accordance with the **Privacy Act 1988 (Cth)**.

9. Cookies and Online Data Collection

CPF's website may use cookies and tracking technologies to improve user experience, including:

- Enhancing website functionality.
- Analysing engagement with CPF's online services.
- Facilitating third-party integrations, such as donation platforms.

CPF does not collect personally identifiable information through cookies unless provided explicitly. Users can manage cookie settings via their web browser.

10. Privacy Complaints Process

Individuals with privacy concerns or complaints can contact CPF at foundation@cherishedpetcare.com.au

If CPF does not resolve the complaint satisfactorily, individuals can escalate concerns to the Office of the Australian Information Commissioner (OAIC) via www.oaic.gov.au.

11. Policy Review and Updates

CPF will review and update this Privacy Policy periodically to reflect legal requirements and best practices. The latest version will always be available on CPF's website.

Last Updated: March 2025