

Privacy Policy

Craigieburn Fire Recovery Trust

Effective Date: [Insert Date] Last Updated: [Insert Date]

1. Introduction

Craigieburn Fire Recovery Trust ("we", "us", "our") is committed to protecting your privacy and personal information in accordance with the Privacy Act 2020 and the Privacy Principles set out in that Act.

This Privacy Policy explains how we collect, use, store, and protect your personal information, and your rights regarding that information.

2. What Personal Information We Collect

We may collect the following types of personal information:

Direct Collection:

- Name and contact details (address, phone number, email)
- Demographic information (age, gender, occupation)
- Donation and payment information
- Volunteer application details and references
- Membership information
- Event attendance records
- Communication preferences
- Any other information you provide to us directly

Indirect Collection:

- Website usage data and analytics
- Information from publicly available sources
- Information from other organizations (with appropriate consent)

3. How We Collect Personal Information

We collect personal information through:

- Online forms and applications
- Email correspondence
- Phone conversations
- In-person interactions at events or our offices
- Membership applications
- Volunteer applications
- Donation processes
- Surveys and feedback forms
- Our website (through cookies and analytics)

4. Why We Collect and Use Personal Information

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

Primary Purposes:

- Providing our services and programs
- Processing donations and issuing receipts
- Managing volunteers and staff
- Communicating with members, donors, and supporters
- Event management and coordination
- Fundraising activities
- Meeting legal and regulatory requirements

Secondary Purposes:

- Improving our services and programmes
- Research and statistical analysis
- Marketing and promotional activities (with consent)
- Grant applications and reporting to funders

5. How We Store and Protect Personal Information

Security Measures:

- We implement appropriate technical and organizational measures to protect your personal information
- Access to personal information is restricted to authorized personnel only
- We use secure systems for storing electronic records
- Physical records are stored in locked filing cabinets
- Regular backups are maintained securely

Retention:

- We retain personal information only for as long as necessary to fulfill the purposes for which it was collected
- Donation records are kept for 7 years for tax and audit purposes
- Volunteer records are kept for 7 years after the volunteer relationship ends
- Other records are reviewed and disposed of according to our retention schedule

6. Who We Share Personal Information With

We may share your personal information with:

- Service providers who assist us in our operations (e.g., IT support, payment processors)
- Professional advisors (lawyers, accountants, auditors)
- Government agencies when required by law
- Other organisations we partner with (with your consent)
- Successor organisations in case of merger or transfer

We will not:

- Sell your personal information to third parties
- Share your information for commercial gain
- Provide information to marketers without your explicit consent

7. Your Rights Under the Privacy Act 2020

You have the following rights regarding your personal information:

Access: You can request access to the personal information we hold about you

Correction: You can request correction of any inaccurate or incomplete information

Deletion: You can request deletion of your personal information in certain circumstances

Objection: You can object to certain uses of your personal information

Portability: You can request your information in a portable format

Withdrawal of Consent: You can withdraw consent for processing where we rely on consent

8. How to Exercise Your Rights

To exercise any of your rights or if you have questions about our privacy practices:

Contact our Privacy Officer:

- Email: catherinerossnz@gmail.com
- Phone: 021610870
- Post: 538 Kowai Road, Springfield

What to Include in Your Request:

- Your full name and contact details
- Proof of identity (copy of driver's license or passport)
- Specific details of your request
- Preferred method of response

We will respond to your request within 20 working days, or let you know if we need more time.

9. Complaints Process

If you believe we have breached your privacy:

1. **Contact us first:** Speak to our Privacy Officer to try to resolve the issue
2. **Formal complaint:** If not satisfied, you can make a formal complaint to us in writing
3. **Privacy Commissioner:** You can also complain directly to the Office of the Privacy Commissioner at privacy.org.nz or 0800 803 909

10. Website and Online Privacy

Cookies: Our website may use cookies to improve your experience. You can disable cookies in your browser settings.

Analytics: We use website analytics to understand how our site is used. This data is anonymized where possible.

Third-party Links: Our website may contain links to external sites. We are not responsible for the privacy practices of these sites.

11. Direct Marketing

We may use your contact information to send you:

- Information about our programs and services
- Fundraising appeals
- Event invitations
- Newsletters and updates

Your Options:

- You can opt out of marketing communications at any time
- Click "unsubscribe" in any email we send
- Contact our Privacy Officer
- Update your preferences on our website

12. Children's Privacy

We take special care when collecting information from children under 16. Where possible, we seek parental consent before collecting personal information from children.

13. Changes to This Policy

We may update this Privacy Policy from time to time. When we do:

- We will post the updated policy on our website
- We will notify you of significant changes via email or our website
- The "Last Updated" date will be revised

14. Contact Information

Craigieburn Fire Recovery Trust Address: 10128 West Coast Road, Lake Pearson, 7580
Phone: 027 616 5203, Email: admin@craigieburntrust.co.nz; Website: craigieburnbasin.com

Privacy Officer: Catherine Ross, catherinerossnz@gmail.com, mobile 021 610 870