Policy Name	Privacy Policy	**Version**	02
Policy Date	21/08/2026	**Date for Revision**	21/08/2027
Authorisation	Board	**Policy Owner**	Executive Manager

PURPOSE

Our Privacy Policy is designed to explain how Treasure Boxes collects, uses and protects Personal Information in line with the Australian Privacy Principles (APPs) under the *Privacy Act 1988*. This policy outlines the key practices and guidelines that Treasure Boxes adhere to, ensuring personal data is safeguarded and transparency is maintained in our data handling procedures.

SCOPE

This policy applies to all personal information collected by Treasure Boxes Employees, Volunteers, Student placements, Contractors & Website visitors.

POLICY STATEMENT

Personal information is collected for various reasons across multiple different sectors, including improving user experiences, meeting legal requirements, offering personalised services and marketing & advertising. It also plays a crucial role in product development, enhancing security, preventing fraud and ensuring compliance with legal standards.

Treasure Boxes' contact details for the main Edwardstown admin and warehouse site is:
Ph: (08) 8369 1339 email: admin@treasureboxes.org.au

Personal information is information or an opinion that identifies an individual. Personal information we collect includes names, email addresses, phone numbers, credit card information and addresses. We may also collect personal information such as your company title or availability each week to volunteer.

Sensitive information is considered information or opinions about an individual such as ethnic background, political opinions, religious beliefs, association with a trade union, criminal record or health information and history.

'Cookies' are small files placed in your web browser that collects information about your web browsing behaviour. Allowing a website to tailor its configuration to your specific needs and preferences.

Responsibilities

- Treasure Boxes will only use your personal information for:
  - Requesting donations
  - Organising donations
  - Maintaining volunteer contact
  - Responding to aid requests
  - Administrative details
  - Engaging service providers & contractors

  Treasure Boxes may also use your information for newsletters, thank-you notes and updates on donations. If you make a donation, you may be added to our email distribution list for updates and communication.

- We understand the importance of protecting children's privacy, especially in an online environment. Our websites are not aimed for children under 13 and do know knowingly collect or maintain information about anyone under the age of 13.
- If you are a recipient of goods and assistance from Treasure Boxes, your details will not be added to our email distribution list.

Third Parties

- Treasure Boxes does not disclose personal information to third parties unless legally required or with your consent. Information may be shared with service providers, community agencies or other volunteers. These sites are not covered by our Privacy Policy, and you will need to review their policies directly.
- Treasure Boxes is not likely to disclose sensitive and personal information overseas.
- De-identified information may be used for research and promotional purposes.

Security of Personal Information

- We ensure the security of your financial details by using Stripe, a trusted payment processor that safeguards your data during online transactions.
- 'Cookies' are used on the Treasure Boxes website to enhance user experience, with the option of most browsers allowing you to refuse these. 'Cookies' do not have access to stored information on your computer or any personal information.
- Treasure Boxes take reasonable measures to protect personal information from misuse, loss, unauthorised access & disclosure. Information will only be stored for as long as the purpose is needed for a minimum of 7 years.
- Treasure Boxes delete or de-identify information that is no longer needed.

Access to your Personal Information

- You are not required to provide personal information to use our sites however it may be necessary to access certain services including supplies and assistance.
- You can contact Treasure Boxes to access and edit your personal information. If you do not wish to receive communications from us, please contact us at admin@treasureboxes.org.au or use the unsubscribe button in our electronic messages.
- Should you have a complaint to lodge regarding mishandled information, please email Treasure Boxes to resolve the issue.

FAILURE TO COMPLY

Any Treasure Boxes team member that misuses or abuses Private and Sensitive Information may be subject to disciplinary action, up to and including termination or their employment contract or volunteer agreement.