



Privacy Policy

1. Purpose

Lovemore Project is committed to protecting the privacy of individuals and ensuring that personal information is handled responsibly, securely, and in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy explains how we collect, use, store, and disclose personal information.

2. Scope

This policy applies to:

- All personal information collected by Lovemore Project in Australia and overseas.
- All staff, directors, volunteers, contractors, and partners handling personal information on behalf of Lovemore Project.

3. Definitions

- Personal Information: Information or opinion about an identified individual, or an individual who is reasonably identifiable.
- Sensitive Information: Includes information about an individual's race, ethnic origin, political opinions, religious beliefs, sexual orientation, health, or biometric information.
- Overseas Recipient: Any person or organisation outside Australia that receives personal information from us.

4. What Information We Collect

We may collect personal information such as:

- Names, contact details, and date of birth.
- Donation records and payment details.
- Volunteer and employment applications (including background checks).
- Information related to program participation (e.g., gender, age, disability status – where relevant and consented).
- Feedback, complaints, and survey responses.

We will only collect sensitive information with your consent and where it is reasonably necessary for our functions.

5. How We Collect Information

We collect information through:

- Direct interactions (e.g., phone, email, in person, online forms).
- Donation and event registrations.
- Partner organisations delivering activities on our behalf.
- Publicly available sources, where lawful.

We will always collect information directly from you unless it is unreasonable or impracticable to do so.





6. Why We Collect Information

We collect personal information to:

- Process donations and issue receipts.
- Communicate with supporters, donors, and partners.
- Manage programs, volunteers, and staff.
- Meet legal and reporting obligations (e.g., ACNC, DFAT, ACFID).
- Evaluate and improve our programs.

7. Use and Disclosure

We will only use or disclose personal information for the purposes for which it was collected, or for related purposes that you would reasonably expect, unless:

- You have consented, or
- We are required or authorised by law.

We may share personal information with:

- Service providers (e.g., IT, payroll, mailing houses) who assist us in operations.
- Partner organisations delivering programs.
- Regulatory bodies and donors, if required by funding agreements.

8. Overseas Disclosure

Given our operations, personal information may be disclosed to recipients in:

- Italy (fundraising and donor communications).
- Zimbabwe (project delivery and beneficiary management).

Before disclosing overseas, we will take reasonable steps to ensure recipients comply with the APPs or equivalent privacy protections, unless you have consented to the disclosure or an exception applies.

9. Data Security

We protect personal information through:

- Secure electronic systems with restricted access.
- Physical security for paper records.
- Staff and volunteer confidentiality agreements.
- Regular data security reviews.

When personal information is no longer required, we will securely destroy or de-identify it.

10. Access and Correction

- You can request access to, or correction of, your personal information by contacting us (details below).
- We will respond within a reasonable time and may require identification before releasing information.





11. Complaints

If you believe we have breached your privacy:

- Contact us using the details below.
- We will investigate and respond within 30 days.
- If you are not satisfied, you can contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

12. Contact Us

- Email: info@projectlovemore.org:

13. Related Policies

- Child Safeguarding Policy
- PSEAH Policy
- Complaints Handling Policy
- MEL Policy (privacy in data collection and storage)

14. Review

- This policy will be reviewed every three years or sooner if there are changes to privacy legislation or organisational needs.

- Approved by: Board of Directors – Lovemore Project
- Date: 12/09/25
- Next Review: 12/09/28

