



ABN 29 671 145 176 | PO BOX 148, Lawnton QLD 4501 | Ph: 0487 794 261  
Email: [sparqld@gmail.com](mailto:sparqld@gmail.com) | Find us on Facebook: /Small Paws Animal Rescue QLD  
 [www.](http://www.sparqld.com.au)

## Privacy policy

### 1. Introduction

1.1 We are committed to safeguarding the privacy of all of our volunteers and Management Committee; in this policy we explain how we will treat your personal information.

### 2. Collecting personal information

2.1 We may collect, store and use the following kinds of personal information:

- (a) Any personal information not limited to but including phone numbers, addresses, Facebook personal pages, Instagram page, bank account details.
- (b) Information that you provide including your name, profile pictures, gender, date of birth, relationship status, interests and hobbies, educational details and employment details;
- (c) Information that you provide to us when using the services on our website, or that is generated in the course of the use of those services;
- (d) Information relating to any purchases you make of our goods/services /goods and/or services or any other transactions that you enter into through our website including your name, address, telephone number, email address, identification details and card details;
- (h) Information contained in or relating to any communication that you send to us or send through our website including photographs that are not marked with copyright;
- (i) Any other personal information that you choose to send to us.

2.2 Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

### 3. Using personal information

3.1 Personal information submitted to us through our website or written documentation will be used for the purposes specified in this policy.

3.2 We may use your personal information to:

- (a) Administer our website, Facebook page and business;
- (b) For the care of our animals in your care;
- (c) Enable your use of the services available by our charity;
- (d) Send you goods (i.e. donated goods) for use by our animals;
- (e) Supply to you, services purchased or donated through our website/Facebook page;
- (f) Send documentation including Adoption Applications, Foster Applications, Veterinary reminders to you, Adoption Applications for your animal;



ABN 29 671 145 176 | PO BOX 148, Lawnton QLD 4501 | Ph: 0487 794 261  
Email: [sparqld@gmail.com](mailto:sparqld@gmail.com) | Find us on Facebook: /Small Paws Animal Rescue QLD  
 [www.](http://www.sparqld.com.au)

- (g) Send you email notifications for adoption/foster requirements;
  - (h) Send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter);
  - (i) Provide third parties with statistical information about our users (but those third parties will not be able to identify any individual user from that information);
  - (j) Deal with enquiries and complaints made by or about you relating to our website, Facebook page, treatment of our animals, treatment of other animals in your care, illegal services that affect the care of one of our animals in your care and provide information as requested by the law;
  - (k) Keep our website/Facebook page secure and prevent fraud;
  - (l) *Other uses* that pertain to our charity, animals in our/your care.
- 3.3 If you submit personal information for publication on our website, Facebook page, Facebook carer forum, we will publish and otherwise use that information in accordance with the licence you grant to us.
- 3.4 All photos of our animals in your care as a foster that are published in our carer forum, main Facebook page, private message to an administrator of Small Paws Animal Rescue QLD or our main Facebook page, become the property of Small Paws Animal Rescue QLD to be used as required by the charity;
- 3.5 We will not, without your express consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing or other purposes deemed irrelevant.
- 3.6 All financial transactions are handled through our payment services provider, Westpac Bank. You can review the provider's privacy policy on their website. We will share information with our payment services provider only to the extent necessary for the purposes of processing payments you make via our website, Facebook page, direct deposits, refunding such payments and dealing with complaints and queries relating to such payments and refunds.

#### **4. Disclosing personal information**

- 4.1 We may disclose your personal information to any of our Management Committee, officers, insurers, professional advisers, agents or suppliers insofar as reasonably necessary for the purposes set out in this policy.
- 4.2 We may disclose your personal information:
- (a) to the extent that we are required to do so by law;
  - (b) in connection with any ongoing or prospective legal proceedings;
  - (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
  - (d) to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) adopting; and



ABN 29 671 145 176 | PO BOX 148, Lawnton QLD 4501 | Ph: 0487 794 261  
Email: [sparqld@gmail.com](mailto:sparqld@gmail.com) | Find us on Facebook: /Small Paws Animal Rescue QLD  
 [www.sparqld.com.au](http://www.sparqld.com.au)

- (e) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

4.3 Except as provided in this policy, we will not provide your personal information to third parties.

## 5. Retaining personal information

- 5.1 This Section 5 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.
- 5.2 Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- 5.3 Notwithstanding the other provisions of this Section 5, we will retain documents (including electronic documents) containing personal data:
  - (a) to the extent that we are required to do so by law;
  - (b) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
  - (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

## 6. Security of personal information

- 6.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.
- 6.2 We will store all the personal information you provide on our secure (password and firewall protected) servers.
- 6.3 All electronic financial transactions entered into through our website will be protected by encryption technology.
- 6.4 You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.
- 6.5 You are responsible for keeping the password you use for accessing our website, Animal Shelter Manager, Pet Rescue other documentation used and created in any other program confidential and no changes are to be made without the Management Committee's express permission;
- 6.6 Any passwords provided for our website, Facebook pages, Animal Shelter Manager, Pet Rescue, Mail Box, Gmail account or any other electronic process we use are not to be changed or altered without the express permission of the Management Committee.

## 7. Amendments

- 7.1 We may update this policy from time to time by publishing a new version on our website, carer forum, main Facebook page or attachments to any documentation provided to you.
- 7.2 You should check these pages occasionally to ensure you are happy with any changes to this policy.



ABN 29 671 145 176 | PO BOX 148, Lawnton QLD 4501 | Ph: 0487 794 261  
Email: [sparqld@gmail.com](mailto:sparqld@gmail.com) | Find us on Facebook: /Small Paws Animal Rescue QLD  
 [www.](http://www.sparqld.com.au)

7.3 We may notify you of changes to this policy [by email or through the private messaging system on our Facebook page].

## 8. Your rights

8.1 You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to:

- (a) the payment of a fee (which will be determined per request); and
- (b) the supply of appropriate evidence of your identity [for this purpose, we will usually accept a photocopy of your drivers' licence or passport certified by a Justice of the Peace or Commissioner of Declarations].

8.2 We may withhold personal information that you request to the extent permitted by law.

8.3 You may instruct us at any time not to process your personal information for marketing purposes.

8.4 In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

## 9. Third party websites

9.1 Our website includes hyperlinks to, and details of, third party websites.

9.2 We have no control over, and are not responsible for, the privacy policies and practices of third parties.

## 10. Updating information

10.1 Please let us know if the personal information that we hold about you needs to be corrected or updated.

## 11. Cookies

11.1 Our website may use cookies.

11.2 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

11.3 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

11.4 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

- (a) we use cookies on our website to recognise a computer when a user visits the website / track users as they navigate the website / enable the use of a shopping cart on the website / improve the website's usability / analyse the use of the website / administer the website / prevent fraud and improve the security of the website / personalise the website for each user / target advertisements which may be of particular interest to specific users.



ABN 29 671 145 176 | PO BOX 148, Lawnton QLD 4501 | Ph: 0487 794 261  
Email: [sparqld@gmail.com](mailto:sparqld@gmail.com) | Find us on Facebook: /Small Paws Animal Rescue QLD  
 [www.](http://www.sparqld.com.au)

11.5 Most browsers allow you to refuse to accept cookies; for example:

- (a) in Internet Explorer (version 11) you can block cookies using the cookie handling override settings available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";
- (b) in Firefox (version 39) you can block all cookies by clicking "Tools", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and
- (c) in Chrome (version 44), you can block all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Content settings", and then selecting "Block sites from setting any data" under the "Cookies" heading.

11.6 Blocking all cookies will have a negative impact upon the usability of many websites.

11.7 If you block cookies, you will not be able to use all the features on our website.

11.8 You can delete cookies already stored on your computer; for example:

- (a) in Internet Explorer (version 11), you must manually delete cookie files;
- (b) in Firefox (version 39), you can delete cookies by clicking "Tools", "Options" and "Privacy", then selecting "Use custom settings for history" from the drop-down menu, clicking "Show Cookies", and then clicking "Remove All Cookies"; and
- (c) in Chrome (version 44), you can delete all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Cookies and other site and plug-in data" before clicking "Clear browsing data".

11.9 Deleting cookies will have a negative impact on the usability of many websites.

## 12. Our details

12.1 This website is owned and operated by Small Paws Animal Rescue QLD.

12.2 We are registered in Australia under registration number ABN 29 671 145 176, and our registered office is at 34 Leone St Bray Park Q 4053.

12.3 Our principal place of business is at 34 Leone St Bray Park Q 4053.

12.4 You can contact us by writing to the business address given above, by using our website contact form, by email to [sparqld@gmail.com](mailto:sparqld@gmail.com) or by telephone on 0487 794 261.