



Privacy Policy

This Privacy Policy (**Policy**) covers how we, the Threatened Species Conservancy Incorporated (**TSC**) collect, use and protect the personal information given to us by individuals, including donors, volunteers and website visitors, in accordance with the Australian Privacy Principles in the *Privacy Act 1988* (Cth) (the **Privacy Act**) and other laws which protect the privacy of individuals.

It also explains how you can ask to access and correct the personal information we hold about you, opt out of receiving information, or complain about any suspected privacy breach.

What information do we collect?

TSC may collect the following information about you:

- Information such as name, address, contact details, organisation you work for, communication preferences, date of birth
- If you visit our website then: date and time of visit, IP address, pages accessed
- If you volunteer with us then: information on your skills, interests and employment experience, medical conditions or health information
- If you donate to us then your donation history (please note third party suppliers to TSC may collect your bank account / credit card details and this will be done in accordance with their privacy policies and PCI standards)
- Your relationship to other donors
- Any personal information provided in forms and documents submitted to us
- Other information you choose to disclose through interactions with TSC

How do we collect your personal information?

- Subscribing to our e-newsletters or requesting information or contact from us
- Registration to our events
- In conversation and communication with you
- From third parties including employees, other supporters, or your representatives
- From the information supplied by you to TSC (e.g. if you volunteer with us)



- When we are required to do so by law
- From our own records of your association with TSC
- When you visit our website

What do we use your personal information for?

- To distribute information about TSC including news and publications
- To process donations and issue tax deductible receipts
- To seek donations and encourage additional interaction with TSC (e.g. through future supporter events or volunteering)
- To contact you
- To match you to volunteering activities with TSC
- To process reimbursements
- To enable our third party service providers to provide us with IT products and services, carry out data processing, auditing, archiving, printing, delivery and mailing services
- We may also use personal information to provide ongoing promotional and educational materials and communications about our events, activities and fundraising initiatives by telephone, email, online or by other means (unless the individual “opts out” or we are subject to legal restrictions). An individual may “opt out” and choose not to receive ongoing promotional and educational materials and communications at any time.

TSC will only use and disclose this personal information for the purpose for which it was collected or obtained. However, personal information may also be used or disclosed for purposes related to the main purpose(s) for which the information was collected. TSC does not disclose or sell personal information for use in mailing lists or databases and we do not disclose personal information to overseas recipients, marketing and communications agencies

To whom does TSC disclose your personal information to?

- TSC employees but only where it is relevant to their work



- TSC contractors including professional services, IT service providers, fundraising service providers and other contractors
- To our bank to process an authorised donation
- Third parties required by law
- Anyone else you authorise

Storage and security of personal information

TSC handles personal information electronically and in hard copy form. TSC also uses a secure Customer Relationship Management (CRM) system to store and organise personal information. In either case, we take reasonable steps to protect against misuse, interference and loss of that personal information as well as unauthorised access, modification or disclosure. TSC will only keep personal information on file for as long as necessary to fulfil its business needs or legal requirements. When TSC no longer requires the personal information, it will take reasonable steps to destroy or permanently de-identify personal information.

If you become aware of any security breach, please contact the Privacy Officer as soon as possible on 0476 897 787.

Opting Out

By providing us with your contact details, your consent to receive communications and direct educational material will remain current until you advise us otherwise. However, you can opt out at any time through the following channels:

- Through the unsubscribe function on TSC email subscriptions
- By Email - info@tsconservancy.org
- By telephone – 0476 897 787
- By Mail – Threatened Species Conservancy – Bunurong Country, 82 Thompson Ave, Cowes VIC 3922



Quality of Personal Information

TSC takes reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. However, the accuracy of that information depends to a large extent on the information you provide.

We recommend that you:

- let us know if there are any errors in your personal information; and,
- keep us up to date with changes to your information

To make any corrections send updates in writing to the Privacy Officer at info@tsconservancy.org.

Access to Personal Information

You are able to access your personal information that we hold, with some exceptions as allowed by law. To obtain a copy of your personal information, send a written request to info@tsconservancy.org, requesting the information and we will provide it to you. If we refuse your request, or if we refuse to give you access in the manner you requested, we will provide written confirmation of the reasons for our refusal and the available complaint process.

You can also request for us to delete your personal information and we will endeavour to do so unless we are required to retain your personal information to comply with applicable laws.

Complaints

Please contact us if you have any queries about the personal information that we hold about you or the way we use or disclose that personal information. Our contact details are set out below:

Threatened Species Conservancy

Contact: Abi Smith, Privacy Officer

Ph: 0476 897 787 / Email: info@tsconservancy.org

Address: Bunurong Country, 82 Thompson Ave, Cowes VIC 3922



If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner following the complaints guidelines on the website www.oaic.gov.au.

We will sometimes handle personal information relying on exemptions under privacy laws including the exemptions in the Privacy Act applicable to not-for-profit organisations. Any permitted handling under such exemptions will take precedence over this policy. This policy, may be updated from time to time and the current version that is applicable will be published on the our website: <https://www.tsconservancy.org/>

Policy last updated: 23 April 2026