



ANGLICAN DEVELOPMENT FUND

Privacy Policy

Anglican Development Fund

209 Flinders Lane
Melbourne VIC 3000

Tel 03 9653 4220
Fax 03 9653 4239

What kinds of personal information do we collect and hold?

When you apply for our products or services, we collect information that is necessary to be able to provide you with those products or services. For instance, we may ask for identification information such as your name, address and date of birth.

Why do we collect, hold, use and disclose personal information?

The main reason we collect, hold, use and disclose personal information is so we can provide you with products and services. This may include:

- Checking your eligibility for the product or service;
- Providing you with the product or service; and
- Helping you manage the product or service.

How do we collect personal information?

We collect most personal information directly from you. We may also collect information from you electronically; for instance, when you visit our website.

Sometimes we collect personal information about you from other people such as publicly available sources of information.

How do we hold personal information?

Much of the personal information we hold will be stored electronically in a secure data centre operated by our software provider, Data Action. This data centre is located in Australia. We use a range of security measures to protect the personal information we hold.

We will keep any personal information that we hold confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

Do we use or disclose personal information for marketing?

We may use your personal information to offer you products and services that we believe may interest you. We will not do this if you tell us not to.

Access to and correction of personal information.

You can request access to the personal information we hold about you. You can also ask for corrections to be made. To do so, please contact us by telephone on 03 9653 4220 during business hours, or by email to adf@adfmelbourne.org.au.

Resolving your privacy concerns and complaints – your rights.

If you are concerned about how your personal information is being handled or if you would like to make a complaint, please contact us by telephone on 03 9653 4220 during business hours, or by email to adf@adfmelbourne.org.au. If you are unhappy with our response, there are other bodies you can go to.

The Australian Financial Complaints Authority (“AFCA”) can consider most privacy complaints involving providers of financial services.

AFCA can be contacted at:

GPO Box 3
Melbourne VIC 3001
Phone: 1800 367 287
Email: info@afca.org.au
Online: www.afca.org.au

Under the Privacy Act you may complain to the Office of the Australian Information Commissioner about the way we handle your personal information.

The Commissioner can be contacted at:

**GPO Box 5218
Sydney NSW 2001
Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Online: www.oaic.gov.au**