

DATA COLLECTION & PRIVACY POLICY



Reference	LH009	Date approved	18 th January 2023
Approved by	Board of Directors	Date for review	18 th January 2026

INTRODUCTION

LiteHaus International respects your privacy and understands the importance of protecting personal information we receive from supporters, donors, beneficiaries, and members of the public who make enquiries.

Integrity is a core value of LiteHaus International and underpins everything we do. We are committed to handling your personal information in accordance with our obligations under the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles. Personal information is collected, held, used and disclosed by LiteHaus International as detailed below.

NATURE OF DATA COLLECTED

For donors, supporters or those who make an enquiry, the types of personal information that LiteHaus International collects and holds typically include:

- Full names, addresses, phone numbers, email addresses.
- Credit card details which are always encrypted once collected.
- A history of stakeholders' donations and interactions with LiteHaus International.

For donors of devices, LiteHaus International may come into possession of data left onto devices. LiteHaus International never views or uses any residual data on devices which we receive. As a standard procedure, we conduct secure data erasure to NIST800-88 standards on all devices which we receive. If you require an alternate data erasure method, we require you to inform us upon donation.

For beneficiaries of our programs, the types of personal information that LiteHaus International collects and holds typically include:

- Full names, school names, addresses, phone numbers, email addresses.
- Critical details pertaining to donations or activities (i.e. number of students at a school, electrification status of a school, internet status at a school).
- Any information which applicants to our programs freely and willingly provide us.

LiteHaus International only collects your personal information directly from stakeholders when it is provided to us over the phone, in correspondence, in person, via our website and related social media platforms. When it is necessary to collect your personal information, including from a third party, we will take such steps as are

reasonable in the circumstances to ensure that you are notified in compliance with the Privacy Act.

It is possible in some circumstances to remain anonymous or use a pseudonym when you deal with LiteHaus International, for example when you donate to us. However, if you choose not to provide us with your personal information, we may not be able to provide you with an official tax-deductible receipt or assist you fully with your query or complaint.

PURPOSE OF COLLECTING INFORMATION

LiteHaus International uses the personal information of donors to carry out our charitable, aid and related activities. For example, we may use your personal information to:

- Process or confirm your donation and issue a receipt
- Send you information about how your donation was used
- Update if we have information that may affect your support
- Confirm who you are when you contact us
- Keep you informed about our work by mail, email, SMS or telephone
- Respond to your questions, comments, compliments or complaints
- Inform you about new opportunities to support our work
- Analyse donor activity in order to improve our effectiveness including quality assurance.
- Report on our activities including producing our Annual Report.

LiteHaus International relies on the generosity of our sponsors and donors to fulfil our mission. Therefore, we may also use your personal information for direct marketing purposes to promote our upcoming events, appeals, projects or other activities. However, where we do use your information for this purpose, we will always provide a simple means for you to opt for receiving this communication.

MANAGING DATA

LiteHaus International understands the importance of protecting your personal information from misuse, interference and loss and unauthorised access, modification or disclosure. We use security encrypted response forms to protect the personal and financial information you provide us with over the Internet. You are entitled to access and request correction of your personal information held by LiteHaus International.

For donor of devices, we ensure that all data is securely erased to NIST800-88 standards. You are entitled to request a certificate of secure data erasure.

To request access or correction, please contact us using the details provided below.

If you don't want to receive communications or marketing materials, please contact us using the contact details below.

FEEDBACK

If you wish to make a complaint about our privacy practices, please submit a written complaint to the email or mailing address provided below. In general, we will respond to your complaint within 14 days. If you are not satisfied with our response, you may make a written complaint to the Australian Information Commissioner. For more information about the Australian Information Commissioner visit www.oaic.gov.au

If you want to contact us for any reason in relation to LiteHaus International's privacy policy, or have a complaint about a privacy breach, you can contact us as below:

incidentreporting@litehausinternational.org

+61 0418 277 487

More information can be found on our Complaints Handling & Incident Reporting webpage: <https://litehausinternational.org/complaints-%26-reporting>

RELATED DOCUMENTS

- LiteHaus International – Codes of Conduct
- LiteHaus International – Standard Operating Manual