

## Meta Australia Privacy & Security Policy

### Our promise to you

At Meta, we're committed to protecting your privacy. Any personal information that we collect from you will be kept private and protected, and it will only be used as outlined below.

### What information do we collect?

If you choose to donate to Meta, or if you sign up for our email updates, we will ask for your personal details. It is entirely your choice, whether you provide us with this information, however we do need it to process your donation. If you do choose to give us your details, we will typically ask you for your:

- contact information (name, address, e-mail)
- supporter number
- credit card details (if you are a donor)

We'd also appreciate hearing more about you, such as your:

- date of birth
- gender
- areas of interest
- demographic information

### Why do we collect this information?

We collect your personal details so that we can:

- process your donations and send you receipts
- keep you up-to-date with Meta's work
- conduct research to make sure that we are targeting our marketing and fundraising activities effectively
- identify you when you contact us, to make sure that no-one else gains access to your information

We may use external suppliers to help us with the activities above. These organisations are required to sign an agreement to maintain the same confidentiality as we do, and will not use your details for any other purpose.

## Privacy and the Internet

### Cookies

We may use 'cookies' to track your visit to our website so that we can get a better understanding of the use of our website. Cookies are anonymous and do not contain any personally identifying information. If you'd prefer not to use cookies, you should be able to adjust your Internet browser to turn them off or to let you know when they're being used. For example in Internet Explorer, go to Tools > Internet Options > Privacy > High.

### Security

To ensure the safety of your information, our website uses encryption technology when collecting your personal and financial details. We use Thawte SSL (Secure Sockets Layer) 128-bit security between your browser and our host server and our payment gateway. To check that your browser supports SSL security, look for a yellow key or padlock on the status bar (bottom of screen).

Thawte is one of the most respected security providers in the world. Double click on the padlock to identify our certification information.

## **Payment Gateway**

We have contracted CamTech to provide the payment gateway between your browser and the bank. CamTech is Australia's leading provider of online payments gateways. Their gateway processes most of the online transactions throughout Australia. It's system uses very strong 1024-bit encryption.

## **Links with other sites**

Meta Australia's website contains links to other sites, which may have different privacy and security policies. We don't have any control over these sites, so we take no responsibility for their content, policies or practices.

## **You're in control**

You can, at any time:

- Request access to the personal information that we hold about you
- Change information that you have previously given us
- Opt out of receiving future communications from us

To do this you can:

- email a request to [info@meta.org.au](mailto:info@meta.org.au); or
- phone us on 1300 137 492; or
- write to us at Meta Australia, GPO Box 3185, Melbourne, Victoria 3000

When contacting us, please include the following information:

- name
- address
- telephone number
- supporter number (if known)
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## **Any questions?**

If you have any questions or comments about this privacy policy, or wish to register a complaint, please:

- email a request to [info@meta.org.au](mailto:info@meta.org.au); or
- phone us on 1300 137 492; or
- write to us at Meta Australia, GPO Box 3185, Melbourne, Victoria 3000