



PRIVACY POLICY

Purpose This policy outlines how the Mibilla Foundation collects, uses, and safeguards information in compliance with applicable data protection laws. This policy applies to individuals whose personal data we process, including staff, volunteers, donors, beneficiaries, and other individuals who interact with the Foundation.

Scope The Policy applies to all activities of the Mibilla Foundation, including its Grants Program and other interactions involving personal information.

1. Introduction

- 1.1. The Mibilla Foundation respects your privacy and is committed to protecting your personal information. This policy explains how we collect, use, store, and protect personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).
- 1.2. By engaging with the Mibilla Foundation (whether online, in person, or through other means), you agree to the collection and use of your personal data as described in this policy.

2. Information We Collect

We may collect:

- Contact details (name, phone number, email, address).
- Identification details (date of birth, gender, cultural identity where relevant to our programs).
- Financial details (donation records, payment information).
- Employment information (employment history, background checks, references, and other relevant details for staff or volunteers).
- Participation information (program registrations, volunteer applications).
- Website usage information (cookies, IP address, device details).
- Information about children, with the consent of a parent/guardian, where they are involved in our programs.

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3. How We Collect Information

- Directly from you (forms, email, phone, website, events).
- From third parties (e.g. funding partners, government agencies, only with consent or as required by law).
- Through technology (cookies and analytics tools used on our website).

4. Why We Collect Information

We collect and use information to:

- Provide services and programs you request.
- Process donations and issue receipts.
- Communicate with you about our work, events, and initiatives.
- Meet legal and reporting obligations (e.g. financial records).
- Improve our services and website.

5. Legal Basis for Processing Data

The Mibilla Foundation processes your information where it is:

- Based on your consent, for example joining our mailing list.
- Necessary to deliver services you have requested.
- Required by law, such as for reporting or financial compliance.
- In our legitimate interests, such as improving programs, provided this does not override your rights.

(Plain language: We use your information mainly to provide services, meet legal obligations, and keep in touch with you - and only with your permission for things like newsletters.)

6. How we Use and Share Information

We may share information with:

- Service providers (e.g. IT support, cloud storage, email platforms).
- Funding partners, only in anonymised or consented form.
- Government or regulators, where legally required.

We do not sell or rent your personal information to third parties.

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7. International Transfers

Some data may be stored or processed using secure cloud-based services located overseas. Where this occurs, we ensure reasonable steps are taken so that your information is protected in line with Australian privacy law.

8. Security and Data Retention

We store information securely in both electronic and paper formats, with access restricted to authorised staff and volunteers.

We retain information only as long as necessary. Examples:

- Donation and financial records: 7 years (to meet reporting obligations).
- Volunteer records: kept while you are active and for 2 years after.
- Program participation: retained only for the duration of involvement unless otherwise required.

9. Children's Information

Where we collect information about children, we do so only with the consent of a parent or guardian. We take extra care to ensure children's data is handled securely and only used for the purpose of delivering relevant programs.

10. Your Privacy Rights

You may:

- Request access to your personal information.
- Ask us to correct inaccurate or incomplete information.
- Withdraw consent for communications (e.g. unsubscribe from newsletters).

11. Data Breaches

If a data breach occurs that is likely to cause serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) in line with the Notifiable Data Breaches Scheme.

12. Cookies and Website Analytics

Our website uses cookies and analytics tools (such as Google Analytics) to understand visitor behaviour and improve user experience. You can disable cookies in your browser settings, but some features of our site may not function properly.

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13. Changes to This Privacy Policy

The Mibilla Foundation may update or revise this Privacy Policy from time to time. Any changes will be posted on our website, and the revised policy will include an updated "Effective Date." We encourage you to review this policy periodically to stay informed about how we are protecting your personal data.

14. Complaints and Contact us

If you have concerns about your privacy, please contact us:

Email: connect@mibilla.org

Post: Mibilla Foundation
Suite 2, 448 Pacific Hwy
Lane Cove North NSW 2066

We will respond within 30 days. If you are not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or 1300 363 992.

If you are not satisfied with our response, you can make a further complaint to the Office of the Australian Information Commissioner on the details below:

Office of the Australian Information Commissioner

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

Online form: [Privacy complaints | OAIC](#)

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