

Policy Name:	Privacy Policy
Policy Implemented:	1/7/2025
Policy Reviewed:	

Lions Assistance Dogs (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and protect your personal information, and your rights under the Australian Privacy Act 1988.

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## **1. What Information We Collect**

We may collect the following personal information from you:

- Full name
  - Email address
  - Phone number
  - Residential and mailing addresses
  - Medical and health-related information (for application purposes)
  - Credit card or payment details
  - Other personal or sensitive information relevant to service applications
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## **2. How We Collect Your Information**

We collect information in several ways, including:

- Directly from you via our website forms, emails, or phone calls
  - Through mailed application forms or correspondence
  - During fundraising or donation activities
  - Automatically via our website (e.g., cookies or analytics tools – if applicable)
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## **3. Why We Collect Your Information**

We collect and use personal information for the following purposes:

- To process service applications and assess eligibility
  - To provide ongoing communication and support
  - To manage donations and fundraising activities
  - To comply with legal obligations and reporting requirements
  - To improve our services and communication
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## **4. Sensitive Information**

Some of the information we collect may be classified as sensitive information, such as medical history. We only collect this with your consent and use it strictly for the purposes of assessing your application or providing support services.

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## 5. Disclosure of Personal Information

We do not sell, rent, or trade your personal information. We also do not share your data with third parties, except where:

- You have given explicit consent
- Required by law or legal proceedings
- Necessary to prevent a serious threat to life, health, or safety

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## 6. Storage and Security

We take reasonable steps to ensure your personal information is protected from loss, misuse, interference, unauthorised access, modification, or disclosure. This includes both physical and digital security safeguards.

**Credit card and payment details are securely processed and stored in accordance with Payment Card Industry Data Security Standards (PCI DSS). We use trusted third-party payment processors that are PCI-compliant, and we do not store full credit card information on our systems.**

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## 7. Your Rights and Access

You have the right to:

- Access your personal information
- Request corrections or updates
- Withdraw consent (where applicable)
- Lodge a complaint if you believe your privacy has been breached

To request access or make a complaint, please contact us using the details below.

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## 8. How to Contact Us

If you have any questions, concerns, or requests relating to your privacy, please contact:

### **Lions Assistance Dogs**

Email: [info@lionsassistancedogs.com.au](mailto:info@lionsassistancedogs.com.au)

Phone: 08 8388 7836

Website Contact Form: <http://lionsassistancedogs.com.au>

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## 9. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website. We encourage you to review it periodically.