

## **Make A Wish Pacific Privacy Policy**

Make-A-Wish Pacific recognises the importance of protecting supporters' privacy. This is the current privacy policy for all personal information Make-A-Wish Pacific may collect, hold, use and disclose. By providing Make-A-Wish Pacific with personal information, you consent to the collection, holding, use and disclosure of your personal information in accordance with this privacy policy or as otherwise agreed with you.

### **Supporter Confidentiality**

Make-A-Wish Pacific is committed to protecting your privacy. Because the Make A Wish Pacific Team is predominantly located and operating from New Zealand, any personal information provided to us will be treated in accordance with the New Zealand Privacy Act 1993 and not be used or disclosed other than as described in this privacy policy. Make-A-Wish Pacific adheres to the following guidelines:

- Information about donations is handled with respect and confidentiality and, at a minimum, to the extent provided by law in New Zealand and across the Pacific Islands that Make a Wish Pacific will operate.
- Some supporters prefer anonymity. We will respect the wishes of supporters who prefer their gift to remain confidential.
- The personal information supporters provide when making a donation or registering for an event will be protected by Make-A-Wish Pacific, and Make-A-Wish Pacific only discloses such contact information to third parties where the third party is another Pacific registered reputable charity and a supporter has not opted out of their information being shared in this way.

### **What information we collect**

Make-A-Wish Pacific collects and uses personal information from supporters including: addresses, telephone numbers, e-mail addresses, dates of birth, event attendance, relationships with other supporters, banking establishment and donation dates/amounts. Specific requests made by supporters are recorded; for example, requests to not be contacted via phone or to be excluded from certain mailings, as well as specific information provided by supporters, such as motivation for support, any correspondence with Make-A-Wish Pacific and highlights from interactions. Other ways of supporting Make-A-Wish Pacific will also be recorded, such as being a regular monthly supporter or considering, intending or having already included a gift for Make-A-Wish in a Will. The relationship with Make-A-Wish Pacific is also specified, such as private individual, trust, organisation etc. Make-A-Wish Pacific may use and track non-personally identifiable information from our official website(s), such as usage and volume statistics, for research purposes in order to further develop our website(s).

### **How we collect the information**

- When donations, whether solicited or not, are made to Make-A-Wish Pacific the details provided by the supporters are recorded in our database, but supporters will be contacted only if they have opted to hear from Make-A-Wish Pacific.
- When a supporter uses a third party website to sponsor/support someone fundraising for Make-A-Wish Pacific, details provided are recorded in our database, but supporters will be contacted only if they opted to hear from Make-A-Wish Pacific.
- Personal details of individuals/organisations who signed up for more information from Make-A-Wish Pacific through our website are also added to our database.
- Individuals attending presentations/events may be given the opportunity to complete evaluation forms or donation forms, on which they can specify whether they would like their details added to our database.
- We obtain information about individuals/organisations only from other organisations authorised for such collection, e.g. authorised list brokers.

### **How we use that information**

Make-A-Wish Pacific collects or obtains personal information for the following purposes:

- To distribute receipts for donations;
- To thank supporters for their donation and send donor acknowledgement letters;
- To inform supporters about upcoming fundraising activities, events, presentations and other activities of Make-A-Wish Pacific;
- Internal analysis and record keeping;
- Direct communications including mailings and e-mails, to update on fundraising activities, ask for support with fundraising activities, surveys etc;
- To provide contact information to other Pacific registered reputable charities so that they can use the contact information to send direct mailings (if the supporter has not opted out of their information being shared in this way);
- Direct contact to request supporter involvement in Make-A-Wish Pacific communication and/or fundraising activities; and
- For any other purpose indicated at the time of supply of the information to Make-A-Wish Pacific.

Make-A-Wish Pacific will use and disclose supporters' personal information only for these purposes or as otherwise authorised by the supporter or required by law. Make-A-Wish Pacific will not sell any personal information it gathers during the course of its activities to any third party. Supporters have the option to have their name publicly associated with their donation. However, unless the supporter explicitly chooses to have their name associated with their donation, the default is that all donations are not to be publicly announced. If comments given to Make-A-Wish Pacific can either directly or indirectly identify the supporter, permission will be sought prior to use in any promotional materials.

### **How we store that information**

All access to supporter financial information is strictly limited to professional staff responsible for processing and reporting on this data. To meet New Zealand Inland Revenue legal and audit requirements, all donation forms are retained for seven years following donation, sealed and stored in secured premises with 24 hour alarmed and monitored security. For online payments, Make-A-Wish Pacific uses only fully accredited processing services. The Make-A-Wish Pacific website has full payment accreditation. All information held electronically is managed for network security and protected from breach vulnerability by Network Service Providers Limited (IT solutions provider) and Flo2Cash (secure online payment provider). Access and Correction of Information Under the Privacy Act 1993 you have the right to access and request a correction to your personal information. To ensure that your recorded personal information is accurate and up-to-date, please notify us of any changes to your personal details as soon as possible through the following contact methods:

E-mail: [support@makeawishpacific.org](mailto:support@makeawishpacific.org) Street Auckland 1150

### **Donor Bill of Rights**

Make-A-Wish Pacific subscribes to the Donor Bill of Rights. Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organisations and causes they are asked to support, we declare that all donors have these rights:

1. To be informed of Make-A-Wish's mission, the way Make-A-Wish intends to use donated resources, and its capacity to use donations effectively for their intended purposes.
2. To be informed of the identity of those serving on Make-A-Wish's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to Make-A-Wish's most recent financial statements.
4. To be assured their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgment and recognition.
6. To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing organisations of interest to the donor will be professional in nature.

8. To be informed whether those seeking donations are volunteers, employees of the organisation or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists that an organisation may intend to share.
10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

The Donor Bill of Rights is endorsed by the Fundraising Institute of New Zealand (FINZ) and developed by: American Association of Fund Raising Counsel (AAFRC), Association for Healthcare Philanthropy (AHP), Council for Advancement and Support of Education (CASE), Association of Fundraising Professionals (AFP).

### **Consequences of not providing requested personal information to the Foundation**

Where a person does not provide all personal information which may be requested by Make-A-Wish Pacific for the purposes outlined above, it may not be possible to process the donation or other matter (as applicable) or carry out the other activities outlined above in relation to that person.

### **Notification of Changes**

If we decide to change our privacy policy, we will post those changes on our website so supporters are always aware of what information we collect, how we use it, and the circumstances (if any) in which we disclose it. If at any point we choose to use personally identifiable information in a manner different from that stated at the time it was collected, we will contact supporters to notify them of this change.

Last updated 25 March 2022