Completing the form

Once you have completed the form, simply return in the reply paid envelope provided or mail to:

The Smith Family GPO Box 10300 Sydney NSW 2001

ABN 28 000 030 179

Everyone's family

In 1922, five men decided to make a difference by delivering gifts to orphans on Christmas Eve. They were so overwhelmed by the joy they caused that they resolved to continue their work. Wanting to remain anonymous, they called themselves "The Smiths" and The Smith Family was born.

Some nine decades later, The Smith Family's focus is on helping disadvantaged Australian children to make the most of their education, so they can break the cycle of disadvantage for good.



The Smith Family

Protecting the privacy of our supporters



everyone's family







thesmithfamily.com.au

thesmithfamily.com.au

Your privacy

The Smith Family is committed to protecting the privacy and confidentiality of our clients and supporters. Indeed our name "The Smith Family" was a direct result of our founders wishing to remain anonymous themselves.

The Smith Family supports and is bound by the Australian Privacy Principles under the *Privacy Act 1988*. This Privacy Policy contains information about how we collect and handle personal information. The policy also contains information on what to do if you have questions, concerns or complaints.

Privacy information – our supporters How we collect and use supporter information

We only collect personal information from our supporters that is necessary for our work and helps us engage with you. We use your information to manage your support, process your donation and to respond to your comments and questions. We may also use your information for research purposes, and to keep you up to date with our initiatives that we think may interest you.

The main way we collect personal information about you is when you give it to us, for example, asking you to complete a donation form. We may also collect personal information from other sources, for example by obtaining details for potential future supporters from like-minded organisations or other third party suppliers.

At all times it is your choice on how much information you would like to provide in your support of The Smith Family, and you can change or access these details at any time. Please be aware, if you do not provide all the information requested, we may not be able to manage your support, process your donation or respond to your queries.

Below are some examples of information that we may collect and hold:

- Personal details, like name and date of birth
- Address and contact details
- Payment information for donations
- Information about any previous interactions you may have had with The Smith Family.

How we hold and use supporter information

The Smith Family takes the security and confidentiality of your personal details very seriously. We actively seek to ensure that all personal information we collect is protected

from misuse, interference and loss and from unauthorised access, modification or disclosure. This is done through internal data protection and electronic data transmission procedures, and all donations and communications made online via our website are secure.

Disclosure of supporter information

Personal information is sometimes supplied to, or collected by, contractors who perform tasks on our behalf (for example research agencies, tele-services bureaus and mailing houses that send our letters).

In limited circumstances we may need to disclose information to contractors based in a country other than Australia in order to process the data that we collect. As of the last update of this policy, we may disclose certain supporter data collected through face to face recruitment to contract partners in China for administration purposes. We have put in place controls to ensure the security of our data whether it be stored domestically or internationally.

Occasionally we may share your contact details with other charitable organisations who may contact you with information that might be of interest to you. Those organisations allow us to do the same and this way we can reach more people with information about The Smith Family.

Where personal information is held that is no longer needed, we will take reasonable steps to ensure the information is destroyed or de-identified.

Access, Queries and Complaints

Accessing or correcting your personal information

We will always endeavour to ensure that the information collected is accurate. You can update or correct the information we have collected or let us know of your preferences for how we communicate with you by calling (02) 9085 7222 or email tsfmktg@thesmithfamily.com.au.

Lodging a query or complaint

If you have a query or complaint about how we manage your personal information or would like to know more, please call us on 1800 024 069 or email privacy@thesmithfamily.com.au.

If you have made a complaint, The Smith Family will acknowledge that your complaint has been received, provide you with their contact details and give you an estimate of when they can provide a response to your complaint.

Title*:	First Name*:
Surname'	3
Company	Name:
Position:	
Current A	ddress*:
Suburb*:	
State*:	Postcode*:
Tel (h):	Tel (w):
Mobile:	
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*Mandato	I prefer to receive my future receipts by email bry fields
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Company	Name:
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We would about our we can co you not w	mmunication preferences appreciate the opportunity to keep you informed work, as its only through supporters like you that ontinue to help Australian children in need. Should hish to receive communications from us, please ticgs you do not want to receive:
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charitable be of inte	ally we may share your contact details, allowing organisations to mail you with information that may rest to you. Those organisations allow us to do the this way we can reach more people with information