



FORCIBLY DISPLACED PEOPLE NETWORK

PRIVACY POLICY

1. We're FDPN (the Forcibly Displaced People Network) (ABN 18 640 534 023) ("we", "us" and "our") and welcome to our privacy policy. This policy sets out how we handle personal information and applies across all of FDPN's websites, online presences, training and activities, including FDPN, Queer Sisterhood Project and other conference websites ("the Sites").

2. FDPN recognises the importance of protecting the privacy and rights of individuals in relation to their personal information will endeavour to handle your personal information in accordance with our privacy policy and the Australian Privacy Principles.

What type of personal information do we collect?

3. We collect certain personal information about visitors and users of our Sites. The most common types of information we collect are things like: user names, member names, email addresses, other contact details, online forms, payment information such as payment agent details, transactional details, support queries, forum comments and web analytics data. When working with clients we may also collect country of escape, disability status, sexual orientation, gender identity, sex characteristics, visa status or faith.

How we collect personal information

4. We may collect personal information directly when you provide it to us, automatically as you navigate through the Sites or through other people when you use services associated with the Sites.

5. When you provide personal information to us via the Sites you're consenting to us collecting and using that information in line with this policy and the user terms of each of the Sites. You are likely to provide personal information when you complete membership registration and buy or provide items or services on our Sites, subscribe to a newsletter, email list, submit feedback, fill out a survey, or send us a communication.

6. If you choose not to provide personal information, we may not be able to provide you with our services and you may not be able to carry out transactions or access the full range of features available through our Sites.

Personal information we collect about you from others

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7. Although we generally collect personal information directly from you, we may on occasion also collect information about you from other people (such as the payment provider account details required to process a transaction) and by using tracking technologies such as cookies, web beacons and other web analytics software or services.

How do we use personal information?

8. We may use your personal information in order for us to:

- communicate with you in relation to our operations, activities and objectives.
- improve and evaluate our programs and services and to comply with relevant laws.
- provide you with information, advice or referral to support services.
- monitor activity on the Sites, like to identify potential fraudulent activity and to ensure compliance with the user terms that apply to the Sites.
- train FDPN staff or Contractors about how to best serve our community.
- provide general administrative and performance functions and activities.

Using a pseudonym or engaging with us anonymously

9. Where practicable, we will give the opportunity for you to engage with us on an anonymous basis, or using a pseudonym.

When may we disclose your personal information?

10. We may disclose personal information to people like:

- subcontractors and service providers who assist us in connection with the ways we may use personal information (as set out above),
- our professional advisers (lawyers, accountants, financial advisers etc),
- regulators and government authorities in connection with our compliance procedures and obligations,
- other people where we are authorised or required by law to do so.

11. Our policy is not to disclose personal information to any overseas recipients, but we are unable to vouch for third party platforms, applications or links that we use on this website. While we make every endeavour to keep our website and the applications we use safe, no website is completely safe from hacking.

How do we store your personal information?

12. We store personal information on secure servers that are managed by us and our service providers, and occasionally hard copy files that are kept in a secure location. Personal information that we store is subject to security and access controls, including username and password authentication and data encryption where appropriate.

How can you access your personal information?

13. You have the right to make a request to access other information we hold about you and to request corrections of any errors in that information.

Choices regarding control of your personal information

14. Where we have your consent to do so (e.g. if you have subscribed to one of our e-mail lists or have otherwise indicated that you are interested in receiving offers or information from us), we may send you communications about products, events and services that we feel may be of interest to you. You can 'opt-out' of such communications if you would prefer not to receive them in the future.

15. If we send e-mails through email responders we will generally include an "unsubscribe" facility that you can use to opt-out of further communications – to opt-out, just follow the instructions in the e-mail.

16. You also have choices about cookies, as described below. By modifying your browser preferences, you have the choice to accept all cookies, to be notified when a cookie is set, or to reject all cookies. If you choose to reject cookies some parts of our Sites may not work properly in your case.

Web analytics

17. When you visit our Sites, there's certain information that's recorded which is generally anonymous information and may not reveal your identity. The fancy term for this is 'web analytics information', and we only use this information for statistical and website development purposes and to improve our services to you.

Information you make public or give to others

18. If you make your personal information available to other people, we can't control or accept responsibility for the way they will use or manage that information. There are lots of ways that you may find yourself providing information to other people, like when you post a public message on a forum thread, share information via social media. Before making your information publicly available or giving your information to anyone else, think carefully. If you're sharing information via another website, check the privacy policy for that site to understand its information management practices as this privacy policy will not apply.

When we need to update this policy

19. We may need to change this policy from time to time in order to make sure it stays up to date with the latest legal requirements and any changes to our privacy management practices. When we do amend the policy, the changes will be effective straight away. We'll usually publish information about changes to be made to this policy on our Sites – but please be aware that it is your responsibility to check in and make sure you keep up to date with any changes to this policy.

How can you contact us?

20. If you have any questions about our privacy practices, please us using our contact form on the website.

21. If you have any concerns about how we have been managing your personal information, or if you think we have not been complying with Australian privacy law, you can make a complaint in writing to our Board. We will consider your complaint and contact you to resolve the matter.