

# PRIVACY STATEMENT



Edmund Rice Services Limited trading as Edmund Rice Camps VIC is committed to providing quality services to you and this statement outlines our ongoing obligations to you in respect of how we manage your Personal Information.

## What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone numbers, credit card or bank account details and donation history.

Edmund Rice Camps VIC may collect your personal information when you interact with us via telephone, email or via our website. This information allows us to verify legitimate enquiries, send you a receipt, and thank you for your donation.

## Use of Personal Information

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose,

Personal information collected by Edmund Rice Camps VIC may be used to:

- Process donations the you make to our gift account
- Send you information about our programs and services such as newsletters

## Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal

Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

If your Personal Information changes, or if you no longer desire our communications, you may correct, update, delete or deactivate it by contacting us in writing.

Edmund Rice Camps VIC will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information we may require identification from you before releasing the requested information.

## Privacy Updates

This statement may change from time to time and is available on our website.

## Privacy Complaints and Enquiries

If you have any queries or complaints about our Privacy Statement please contact us at:

Edmund Rice Camps VIC  
7 Amberley Way  
Lower Plenty, Victoria, 3093  
[eo@ercvic.com](mailto:eo@ercvic.com)  
(03) 8359 0145

## Protecting the privacy of the children and families we assist

Edmund Rice Camps VIC is committed to the protection of children. The privacy of the children we assist is of the utmost importance. Under no circumstances will we disclose the personal information of the children or families we assist.

All names in our case studies have been changed to protect privacy.

Children pictured on our website and collateral are either models or have given consent.