



Sacred Heart College Foundation respects the privacy of individuals and takes seriously the trust of individuals in providing it with their personal details.

Sacred Heart College Foundation is bound by the Commonwealth's Privacy Amendment (Private Sector) Act 2000, which became effective for all private sector organisations in Australia from 21 December 2001.

The following code of practice is designed to meet the ten National Privacy Principles outlined in the Act controlling the recording of, use of and rights of access to personal information held by Sacred Heart College Foundation.

This Privacy Policy applies to the [www.shc.sa.edu.au](http://www.shc.sa.edu.au) website and to all business activities of the Sacred Heart College Foundation.

## Code of Practice

- Sacred Heart College Foundation will only collect personal information from staff, volunteers and donors that is essential for the purposes for which it is requested. Personal information collected by Sacred Heart College Foundation will be used solely for the primary purpose for which it is collected or for a closely related secondary purpose.
- Persons receiving direct marketing material will be given the opportunity of not receiving any further information.
- Every effort will be made to ensure that all personal information is accurate and, as far as practicable, kept up-to-date.
- All personal information will be held in either locked files or in computerised databases accessible only to those persons who need to have access to the information.
- Sacred Heart College Foundation will take all reasonable steps to ensure the integrity of its computerised databases and records.
- Personal information will be confidentially destroyed or de-identified as soon as it is no longer legally required.
- All staff and volunteers are required to sign confidentiality clauses prior to commencement of working with Sacred Heart College Foundation
- Individuals will have the right to access their personal information held by Sacred Heart College Foundation, subject to certain exceptions detailed in the National Privacy Principles.
- Sacred Heart College Foundation reserves the right to charge an individual a reasonable fee to cover the expense of providing access to personal information.
- Sacred Heart College Foundation will not use or record any 'identifier' issued by a government agency to identify a person in its records or databases.
- Where possible, Sacred Heart College Foundation will respect a person who wishes to remain anonymous.
- Personal information will only be transferred overseas at the request of the individual.
- In general Sacred Heart College Foundation will not collect sensitive information about staff, volunteers or any other persons, other than when undertaking a police clearance for staff or volunteers or information on a person's health which may impact on their health or welfare while at Sacred Heart College Foundation.
- All collection and use of sensitive information will involve formal consent from the individual, even if required by law.



## **Donations and Refunds**

Sacred Heart College Foundation accepts all donations in good faith. Whilst we understand entirely that everyone has different preferences regarding donations and that sometimes it is not convenient to give, we will not refund a donation that has been knowingly and voluntarily given to us.

- We will refund if there was an error made by Sacred Heart College Foundation or one of our agents
- We will refund if the donation was provided by a vulnerable person
- We may refund if the donor entered the wrong amount
- We may refund if there are exceptional circumstances

Should an error in the donation amount be detected and a request for refund made after 90 days have expired, Sacred Heart College Foundation regrets that we are unable to issue a refund.

Sacred Heart College Foundation is a non-profit charity organisation and we reserve the right to deduct any bank or transaction charges for any refund processed onto the donor.

## **Change of Mind about your Donation**

Once you have donated to Sacred Heart College Foundation we cannot give refunds if you change your mind. For this reason, that we ask that you make your decision to donate to us carefully.

## **Errors by Sacred Heart College Foundation**

Should an error be made by Sacred Heart College Foundation, one of our representatives or our financial institution(s), we will process a refund as soon as possible when notification of the error is received, and all costs will be borne by Sacred Heart College Foundation

## **Applying for a Refund**

If you wish to apply for a refund please submit your request by providing your full name, full mailing address and phone number. Please include details of how you made the donation, the date and amount given and the circumstances justifying your request. Upon receipt we will review your application and respond within 2 business days.

## **Approval of refunds**

If the donation amount is over \$1,000 and/or exceptional circumstances are present, a refund request must be escalated and approved by the Foundation President or College Principal.

## **Terms of Use**

By accessing or using Sacred Heart College Foundation website, you agree to be legally bound by these terms and conditions of use as they may be modified and posted on our website from time to time.

We reserve the right to alter, suspend or discontinue any aspect of our website or the content or services available through it, including your access to it. Unless explicitly stated, any new and current features including new content, and/or the release of new interactive tools or downloadable resources shall be subject to these terms and conditions.

Unless otherwise specified, the materials published on our website are presented solely for your private, personal and non-commercial use. In all other cases, permission must be sought from the Sacred Heart College Foundation to use the materials. You assume total responsibility and risk for your use of our website and the use of all information contained within it.

Sacred Heart College Foundation makes no representations whatsoever about any other websites that you may access through our website or which may link to our website. When you access any other website you understand that this is independent from Sacred Heart College Foundation and that we have no control over the content or availability of that website. In linking to any other website, Sacred Heart College Foundation does not endorse or accept any responsibility for the content, or the use of, such a website and shall not be liable for any loss or damage caused or alleged to be caused by or in conjunction with use of or reliance on any content, goods, or services available on or through any other website or resource. Any concerns regarding any external link shall be directed to its website administrator.

We will try to make our website available and accessible but cannot guarantee that our website will operate continuously or without interruptions or be error-free and can accept no liability for its unavailability or malfunction. You must not attempt to interfere with the proper working of our website and, in particular, you must not attempt to circumvent security, tamper with, hack into, or otherwise disrupt any computer system, server, website, router or any other internet connected device.

When you access our website, we may use software embedded in our website (such as Javascript) and we may place small data files (or cookies) on your computer or other device to collect information about which pages you view and how you reach them, what you do when you visit a page, the length of time you remain on the page, and how we perform in providing content to you.

A cookie does not identify individuals personally, but it does identify computers. You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance.

We may gather your IP address as part of our business activities and to assist with any operational difficulties or support issues with our services. This information does not identify you personally.

In displaying comments made by external users of this website, Sacred Heart College Foundation does not endorse or accept any responsibility for the content, and shall not be liable for any loss or damage caused or alleged to be caused by or in conjunction with use of or reliance on any content, goods, or services available described in these comments.

### **Further enquiries**

Any enquiries in relation to this policy or requests for access to personal information should be referred in writing to:

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195 Brighton Road,  
Somerton Park SA 5044

[Foundation@shc.sa.edu.au](mailto:Foundation@shc.sa.edu.au)

08 8350 2500