



PRIVACY POLICY

The ING Foundation respects and safeguards the privacy of the information provided by our many donors, recipients, carers, volunteers and others that provide their time and commitment to make a difference to the lives of others. We are bound by the Privacy Act and the National Privacy Principles (NPPs) regulated by the Federal Privacy Commissioner to guide us in our responsible handling of personal information.

Information We Collect

The ING Foundation will only collect information that is necessary to continue to provide the charity and community activities that make a difference to the lives of disadvantaged Australians. All personal information that is collected will be treated as confidential.

How We Collect Information

The ING Foundation may collect information from:

- Donors
- Recipients of activities provided by the ING Foundation
- Carers
- Volunteers
- Staff
- Job Applicants
- Contractors
- Other people who come into contact with the ING Foundation
- Other people who are involved in activities provided or organised or facilitated by the ING Foundation

Use of Internet Cookies

Cookies are a way of storing information on your computer so you do not have to enter the same data every time you access our sites - for instance, your e-mail address or your logon-id. The ING Foundation may also use cookies to capture general information about how you have found our website, or to track the number of visitors to a site, but we do not store any of your personal details when we do this.

If you have any concerns about this technology and do not wish to accept cookies, you can set the browser on your PC to not accept them or to prompt you every time they are about to be stored on your PC. The choice is yours.

How We Use and Disclose Your Personal Information

The ING Foundation will only use the information provided to continue to provide charity and community activities, including any sponsorship or funding activities. If the information provided is used for a secondary purpose the information will only be provided if the use or disclosure of the information is permitted by law or you have granted permission.

Disclosure of Your Personal Information to Other Parties

It may be necessary for the ING Foundation to disclose your personal information to certain third parties in order to assist us in providing, managing and administering the activities provided. These include:

1. Other financial institutions to manage the receipt of donations;
2. ING Group entities to enlist the support of the employees to provide their time and skills through volunteer programs and fundraising activities;
3. ING Group entities who provide administrative and support functions for the ING Foundation.
4. Organisations providing mailing services, document storage services, marketing and advertising services and printing services;
5. Organisations maintaining and providing our information technology systems;
6. Organisations that perform services or functions on our behalf

Any organisations performing services on our behalf are required to comply with the Privacy Act and National Privacy Principles.

How To Access Your Information

You may request access to information that we hold about you or correct the information that we hold by writing to the ING Foundation Privacy Officer at GPO Box 2299, Sydney NSW 2001. Requests for access to your personal information may only be made by you.

We may seek reimbursement for providing access to this information to recover any expenses incurred in retrieving and collating the requested information. We may request that you specify the information you wish to access, to help us quickly identify and retrieve that information for you. We will advise you at the time of your access request how long it will take to provide the information. This will usually be in less than 21 days.

We may exercise our right to deny access to particular information in certain situations, for example where access may involve commercially sensitive decision processes or where legal proceedings have commenced. If we deny you access to your personal information, we will explain the reason it has been denied.

Changes to This Policy

This policy may be updated from time to time. If you wish to obtain further copies of this policy please download the policy from www.ingfoundation.com.au.

What to Do If You Have a Privacy Complaint

We take great care to maintain each individual's privacy. If you have a concern or complaint about privacy please contact us at:

Privacy Officer
ING Foundation
GPO BOX 2299
SYDNEY NSW 2001

In the unlikely event that your complaint cannot be resolved directly with ING Foundation you can seek assistance from the Privacy Commissioner. The Privacy Commissioner's contact details are:

Telephone: 1300 363 992
TTY: 1800 620 241 (this number is for the hearing impaired only)
POST: GPO BOX 5218
SYDNEY NSW 2001
Fax: 02 9284 9666

Email: privacy@privacy.gov.au

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