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## Privacy Policy

### 1. Our Commitment

We respect and honour our sponsors and sponsored project members, their right to be treated courteously, fairly and have their privacy protected.

### 2. Information Collection

- a) Personal information is given in good faith by sponsors and donors and is collected with consent. Personal information disclosed to Hope Street without consent is not collected.
- b) Hope Street provides pathways for anonymous interaction by individuals or groups. This includes but is not limited to, anonymous donations, inquiries or complaints.
- c) Marketing surveys for the purpose of improving customer service may be undertaken from time to time. Personal information collected during these processes is consented.

### 3. Usage and Release of Donor Information

- a) Personal information of sponsors, donors and sponsored project members is used for the sole purpose of Hope Street projects, sponsorship, marketing, and donation procedures, and for ORA NZ accounting purposes.
- b) No personal information extending beyond a sponsors' name and country of residence is released to sponsored project members.
- c) Hope Street will not rent, exchange or sell sponsors' information to other organisations.
- d) Hope Street staff will clearly identify themselves when using a sponsors' personal information to initiate direct contact with the sponsor. All letters and marketing materials will contain the Hope Street logo and contact details.
- e) Hope Street provides clear pathways for sponsors to remove themselves from mailing lists.

#### **4. Usage and Release of Project Member Information**

- a) Hope Street protects the rights of sponsored project members, disclosing only such information deemed necessary and appropriate to maintain the relationship between the project members and their sponsors.
- b) Hope Street sponsors and donors agree in good faith to protect the privacy of sponsored project members whose information is released to sponsors through the Hope Street sponsorship pathway.
- c) Hope Street sponsors and donors agree not to release to the public or to a third party any personal information belonging to a sponsored project member received through the Hope Street sponsorship pathway, including but not limited to project members names, birth dates, residential locations and personal testimonies.
- d) Hope Street sponsors and donors agree not to initiate any form of direct or indirect communication or inter-personal contact with sponsored project staff, sponsored project members and sponsored project affiliates.
- e) Public release by Hope Street of personal information belonging to sponsored project members is undertaken only with the consent of both the project member and their guardian.

#### **5. Information Protection**

- a) Hope Street enforces procedural, physical and electronic means to safeguard the personal information of our sponsors, donors and associates.
- b) Hope Street has verified the security and privacy provisions of partner organizations with whom we provide information about sponsors. These include our bank, merchant services and mailing services.
- c) Secure Socket Layer (SSL) Encryption is used when collecting or transferring credit card information via the internet, ensuring a secure environment for the transfer of your confidential data from your browser to our financial institution using the latest encryption technology.

#### **6. Accuracy and Review of Information**

- a) Hope Street allows sponsors to review their personal information and to correct that which is shown to be incorrect or outdated.
- b) Hope Street relies on the personal faith of sponsors and donors to maintain the accuracy of their personal information and to inform Hope Street at such time that their information changes.