

## febfast Privacy Policy and Health Disclaimer

### **Ten things to know about febfast and your privacy**

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febfast is committed to protecting your privacy and the confidentiality of any personal information which you provide to us.

This Privacy Policy describes febfast policies and procedures on the collection, use and disclosure of your personal information. By providing information and accessing the febfast website, the mobile website or the febfast app (together, **Services**) you indicate your acceptance of this Privacy Policy.

This policy was last updated in November 2016 to reflect and comply with the changes in Australian Privacy Principles (APPs) made in March 2014.

#### **1. Collection of personal information:**

You may provide personal information to febfast for a variety of reasons, including to receive information, to purchase products, to make a donation to a febfaster, to receive information about or become involved in promotions or other initiatives undertaken by febfast. This personal information may include (without limitation) details such as your name, address, mobile number, e-mail address, or the amount you have donated. If you purchase products or make a donation you may provide febfast with credit card details and other information which will allow febfast to process the transaction. febfast may also request your preferences for receiving further information about the febfast campaign or outcomes from the funds raised.

The choice of how much information you provide to febfast is yours and of course if you want to use febfast Services, make a donation, or otherwise participate in febfast programs and events, febfast will require certain information from you in order to provide the services or conduct the programs and events.

#### **2. How does febfast use the Personal Information?**

The personal information you provide to febfast through its website may be used by febfast for the following purposes:

- to provide you with products you have requested
- to provide you with information or other communications about febfast
- to involve you in promotions and other initiatives undertaken by febfast, partners or sponsors
- to include your name and details on our Services if you register or donate to the campaign
- to include your name and details on our Services if you make a donation (unless you choose a private or anonymous donation)
- to display on our website the amount of any donation or sponsorship you may make
- to enter you into automatic prize draws if you are a registered febfaster
- to market febfast and/or its campaigns and events via email

If you choose to provide your personal details to febfast you agree that your personal information may be displayed or included as set out above. We are not in control of what information internet search engines may access and therefore, you also agree that your donation and participation may be identified, recovered and displayed by internet search engines.

You will have the option to leave an anonymous donation, in which case the amount of your donation will be displayed on the recipient's public and private fundraising page but your name will not be displayed in either the public or private view.

#### **3. Communication preferences:**

To receive febfast emails, febfast may use your personal information to send you emails about the febfast campaign and the outcomes achieved with the funds raised. If you have registered febfast will automatically send you an email whenever there is activity on your fundraising account. You will be provided with a clear opportunity in each email communication to decline to receive any further communications from febfast.

febfast may also contact you via SMS to provide helpful tips and inspiration during the campaign. You will be provided with a clear opportunity in each SMS to decline to receive any further SMS communications from febfast.

#### **4. Security of your information:**

febfast takes reasonable steps to ensure the security of all information it collects, including that the information is protected from misuse and loss and from unauthorised access, modification or disclosure. For example, your personal information is maintained in a secure environment, which can be accessed only by authorised personnel. However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure.

febfast will also take reasonable steps to protect personal information before it is disclosed overseas, only transferring personal and health information outside of Victoria or Australia, if the recipient it is subject to laws substantially similar to the Privacy Act 1988 (Cth), Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) and Australian Privacy Principles (APPs) that impose restrictions on information use and handling.

febfast does not store credit card information. febfast uses a third party provider – Frontstream – to host and manage the fundraising platform. For all one-time transactions cardholder data exists only in memory at the time of payment, and is purged after the transaction completes. Cardholder data is only retained for customers who request recurring billing, such as those making ongoing monthly donations to our charity. In this instance, cardholder data is stored in an encrypted format within a database. Frontstream is based in Canada and is bound by similar regulatory requirements to the Australian Privacy Principles.

#### **5. Disclosure of Personal Information:**

Personal information collected through a febfast Service may be shared with our small group of branded sponsors. Any communication from them will include clear opportunities to decline to receive any further communications. febfast will not on-sell or ask for revenue in return for contact details.

#### **6. Access and correction of personal information:**

##### *Access to personal information*

You may request access to your personal information collected through our Services at any time. Please send an email to [info@febfast.org.au](mailto:info@febfast.org.au) and we will endeavor to respond as soon as possible and in any event within 20 days of receiving your request. There may be some legal or regulatory reason why access is denied or amendment refused. If this is so, we will tell you why.

##### *Correction of personal information*

If you believe any of your personal information held by febfast is not accurate, complete or up-to-date, febfast will take all reasonable steps to correct the information. To request that your personal information be corrected or updated, please send an email to [info@febfast.org.au](mailto:info@febfast.org.au)

#### **7. Links to other websites:**

febfast is not responsible for the privacy practices or content of any other website or service that is linked to a febfast Service, or for the privacy practices of any third party social media or other service providers that you can access through a febfast Service. We encourage you to read the privacy policies of those websites or service providers.

#### **8. Cookies:**

The information on cookies contained in this section is provided in accordance with European Union legislation.

##### *What are cookies?*

Cookies are small text files that are stored in your computer's memory and hard drive when you visit certain web pages. They are used to enable websites to function or to provide information to the owners of a website.

##### *Why do we use cookies?*

Cookies help us to provide customised services and information. For example, we use cookies on all our

websites to collect anonymous traffic data and also to improve your experience with the febfast Services (e.g. to keep you logged in if you request this).

In broad terms, we use cookies on our websites for the following purposes:

- *Analytical purposes:* Analytical cookies allow us to recognise, measure and track visitors to our Websites. This helps us to improve and develop the way our websites work, for example, by determining whether site visitors can find information easily, or by identifying the aspects of websites that are of the most interest to them. For these purposes, we may store the following:
  - the name of the domain from which you accessed the internet
  - the date and time you accessed our Services
  - the internet address of the website from which you linked directly to our Services
  - the pages you accessed while visiting our Service
  - the device from which you accessed our Services
  - the location from which you accessed our Services

All of this information is aggregated and cannot be used to identify individuals.

- *Usage preferences:* Some of the cookies on our websites are activated when visitors to our sites make a choice about their usage of the site (for example, with location based maps). Our websites then 'remember' the settings preferences of the user concerned. This allows us to tailor aspects of our sites to the individual user.
- *Session management:* The software that runs our websites uses cookies for technical purposes needed by the internal workings of our servers and application. For instance, we use cookies to keep track of information about a user's session and determine which options or pages to display in order for the site to function.
- *Functional purposes:* Functional purpose cookies store information that is needed by our applications to process and operate. For example, where requests within an application involve multiple stages, cookies are used to store the information from each stage temporarily, in order to facilitate completion of the overall request.

#### *Your cookie preferences*

To make full use of our websites, your computer or mobile device will need to accept cookies, as our sites will not function properly without them. In addition, cookies are required in order to provide you with personalised features on our websites.

#### *Cookies and Remarketing*

Remarketing is a method we may use as target advertisement that will display relevant ads tailored based on what has been viewed. If you do not wish to participate in our Remarketing, you have the option to opt out by visiting Google's Ads Preferences Manager.

#### *Third party cookies*

When you visit our websites, you may receive cookies that are set by third parties. For example, you may receive a cookie set by Google. These cookies are used for the purposes described in the "Why Do We Use Cookies?" section of this policy. We do not control the setting of these third party cookies, so we suggest you might wish to check the third party websites for more information about their use of cookies and how to manage them.

#### *Amending cookie preferences*

If you wish to remove cookies set by our websites from your browser in the future, you may delete them. The instructions for removing cookies from your computer or mobile device depend on the operating system and web browser you use. Please note, however, that withdrawing your agreement to the use of cookies on our sites will impair the functionality of the sites.

#### *Further information about cookies*

If you would like to find out more about cookies in general and how to manage them, please visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

#### **9. Changes to this Privacy Policy:**

This privacy policy may change from time to time particularly as new rules, regulations and industry codes are introduced. Any changes to the Privacy Policy will be posted on the febfast website. If we consider that the changes are material we will notify you by email.

#### **Other information about febfast**

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1. The febfast 2017 campaign is open December 1<sup>st</sup> 2016 through to April 1<sup>st</sup> 2017. Any funds received post April 1<sup>st</sup> will be attributed to the febfast 2017 campaign.
2. Refund policy – If you believe that an error has been made in connection with your online donation or registration, please contact us at [info@febfast.org.au](mailto:info@febfast.org.au) . We will work with you to correct the error
  - a. If you change your mind about your online donation or registration payment, please send us your request for refund within 20 calendar days of the date on which you made your donation. We will honour your request. Refund requests based on a change of mind and after 20 calendar days will not accepted.

#### **Important information about febfast and your health**

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**Disclaimer:** We're very proud of some of the health benefits participants have enjoyed as a result of their participation in febfast. We would like to ensure, however, that while participating in this fast may have health benefits, febfast cannot provide any warranty whatsoever that this fast will achieve your goals and has not considered your particular health requirements in developing this program.

You must not rely on the information on this website as an alternative to medical advice from your doctor or other professional healthcare provider.

Participants should consider their personal circumstances and consult their medical or health care professional if appropriate, before changing their diet or nutrition regimen. Readers should seek prompt medical care for any specific health issues. If in any doubt on deciding to take part in any Fast or detox, participants should consult your doctor and obtain qualified professional advice as to the likely medical effects (if any) of taking part in this Fast for you. While we have made every attempt to ensure that the information contained in this website has been obtained from reliable sources, febfast and YSAS is not responsible for any errors or omissions, or for the results obtained from the use of this information.

#### **How to contact febfast:**

If you have any concerns, questions, or need to make a complaint, please contact febfast at: [info@febfast.org.au](mailto:info@febfast.org.au) or via <http://febfast.org.au/contact/>