



Policy Number	Effective Date	September 2025
AKFA-POL_009	Next Review Date	September 2028
	Sponsor	Country Director
	Approval/Authorisation	Board

1. Our privacy commitment

- 1.1 Aga Khan Foundation Australia Limited (ACN 663 072 124) and Aga Khan Foundation Australia (PBI) Limited (ACN 663 402 373) (together, AKF Australia) are committed to protecting the privacy and security of the personal information of our employees, volunteers, donors and other stakeholders. AKF Australia will review this Privacy Policy from time to time to ensure that it is relevant and remains current with its obligations under legislation.

2. Defining personal information

- 2.1 Personal information means information or an opinion (whether true or not) about an identified person or a person who is reasonably identifiable. Examples of personal information include your name, address and contact details.
- 2.2 Sensitive information is a subset of personal information and includes information or an opinion on things like your race or ethnic origin, sexual orientation, health information, philosophical beliefs, political opinions, or religious beliefs or affiliations.

3. What personal information we collect

- 3.1 The types of personal information that we collect about you depends on the nature of your interaction with us, including if you are a donor, supporter (or prospective supporter), volunteer, contractor, employee, program beneficiary or if you engage with us in some other way.
- 3.2 These types of personal information include:
- your name and date of birth;
 - your contact details such as address, phone number and email address;
 - a history of your donations, correspondence and other interactions with us;
 - your employer details, if you participate in workplace giving; and
 - credit card or bank account details; and
 - if you apply for a job or volunteer position with us, your work history, qualifications and other information necessary to consider your application.
- 3.3 You can decline to provide us with personal information, or choose what information to provide to us (including being anonymous or using a pseudonym). However, without your personal information, we may not be able to do certain things. For example, you may not be able to obtain a tax deduction for your donation if you do not provide us with your personal information.



- 3.4 Sometimes we might collect sensitive information about you. This information is used so we can notify you of developments or events that may be of specific interest to you. We will only collect your sensitive information with your consent or where we are permitted to do so by law.
- 3.5 We employ a third-party company, Blackbaud, to process credit and debit card payments. AKF Australia neither stores nor has access to any credit or debit card information and therefore does not use your credit or debit card information for any reason. To view Blackbaud's privacy policy please visit <https://www.blackbaud.com.au/company/privacy-policy/pacific>

4. How we use personal information

- 4.1 We collect, use, hold and disclose your personal information for the following purposes:
 - to undertake our business functions and activities and to manage your relationship with us, including to manage your volunteering relationship with us, to process donations, to respond to your inquiries and to send receipts, surveys, newsletters or updates about our programs;
 - to conduct marketing and fundraising activities, to invite you to functions, and to obtain your feedback;
 - to manage, administer and improve our activities – this may include undertaking analytics activities that inform our initiatives and marketing campaigns;
 - to personalise your online experience and promote our activities to you, including to send you information about our marketing and fundraising activities we think you could be interested in;
 - to make employment and recruitment decisions, including to assess your suitability for a role, and to confirm your eligibility to work; and
 - as authorised or required by law.
- 4.2 From time to time, we may disclose your personal information (where relevant) to:
 - our service partners, such as volunteers, agents, contractors and third party providers who we retain in connection with activities including;
 - organisers or hosts of our functions that you choose to attend;
 - the Aga Khan Foundation, other chapters of the Aga Khan Foundation and other agencies of the Aga Khan Development Network;
 - your authorised representatives;
 - our legal representatives and other professional service providers; and
 - other entities as authorised or required by law.
- 4.3 We will not rent or sell your personal information to others.



5. Social media

5.1 We may engage with you through social media platforms such as LinkedIn, Facebook or Instagram. You can control what content you receive using the settings of each platform.

6. Disclosure of personal information to overseas recipients

6.1 Sometimes we need to share your personal information overseas. For example, we may need to share your information with:

- third parties (such as our service partners) who are in locations outside Australia; and
- the Aga Khan Foundation, other chapters of the Aga Khan Foundation or members of the Aga Khan Development Network.

6.2 Whilst it is not practicable to list every country in which these recipients are located, the countries to which your information may be disclosed include Switzerland, the UK, the US and Canada.

7. How we safeguard and store your personal information

7.1 The security of your personal information is important to us. We aim to maintain commercially reasonable physical, electronic and procedural safeguards to protect your personal information.

8. Direct Marketing

8.1 We may use information for marketing our own services / events and those of the Aga Khan Foundation and Aga Khan Development Network to you such as by regularly sending you newsletters by email and, where required by law, we will ask for your consent at the time we collect your data to conduct any of these types of marketing.

8.2 We may also use your information to send you details about services which are being provided by our selected partners or affiliates, and, where required by law, we will ask your consent at the time we collect your data to conduct any of these types of marketing.

8.3 We will provide an option to unsubscribe or opt-out of further communication on any electronic marketing communication sent to you or you may opt out by contacting us.

8.4 When you opt-out of direct marketing communications, we may still need to send you important factual messages about the services we provide.

9. How you can access, update or correct your personal information

9.1 If you would like access to the personal information we have collected or hold about you, or want us to correct or update that information, please contact us. Our contact details are below.

9.2 To protect your privacy and personal information, we may require you to confirm your identity when you contact us by confirming some of the details we have on record for you, such as your current address, phone number, email address or date of birth.



10. How to contact us

- In person to Level 27, 101 Collins Street, Melbourne, VIC 3000
- Email: info.akfaus@akdn.org
- Mail: AKF Australia, Level 27, 101 Collins Street, Melbourne, VIC 3000

11. Update

- 11.1 This Privacy Policy was last updated on 25th September 2025 and AKF Australia may update it from time to time.
- 11.2 If you require any more information or have any questions, please contact us at the contact details listed above.