

Shine Donor & Supporter Privacy Policy

This privacy policy explains how we use and protect personal data of our donors and other supporters, for instance event or services volunteers.

We are committed to protecting your privacy. We will only use the data which we collect about you lawfully in accordance with the Privacy Act 1993.

We value the trust of those we deal with, and of the public, and recognise that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us. During the course of our various activities, we frequently gather and use personal information.

This information will be used for a range of purposes, but only those that a reasonable person would consider appropriate. For instance, it will assist us to keep you informed and up to date on Shine's programmes, services, media releases and achievements. We may use this information to communicate with you in order to acknowledge gifts, provide you with feedback, answer queries, advise you of special events, funding needs, opportunities to volunteer or to give.

Personal information gathered by Shine is kept in confidence. Shine personnel are authorised to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We will make our employees and volunteers aware of the importance of maintaining the confidentiality of personal information, and we will exercise care in the disposal or destruction of personal information to prevent unauthorized parties from gaining access to the information.

Our methods of protection will include physical measures (for example, locked filing cabinets and restricted access to offices), organizational measures (for example limiting access on a "need-to-know" basis), and technological measures (for example, the use of firewalls, authorised users, passwords and encryption).

We do not disclose any personal information obtained about you to third parties. Shine does not rent, sell or trade our mailing lists.

We provide our donors with an opportunity to remain anonymous and to request that their name and/or the amount of their gift not be publicly released.

We may from time to time provide information of a general nature to third parties - for example, the number of individuals visiting our website, or attending an event, but we will not use any information that could identify those individuals. If we should decide to publicise an event or activity which you attended, and in doing so would like to use your name or image, we will seek your permission first.

If at any time you wish to receive less mail or wish to be removed from any of our communications, simply contact us by phone at 09 815 4597 or via e-mail at enquires@2shine.org.nz. If you have any concerns, suggestions or complaints related to this policy please direct them to the Communications and Development Director at the same email address.

Credit Card Security Policy

Shine takes card security seriously. We use a Payment Card Industry Data Security Standard compliant hosted payment service, DPS paymentexpress.com, to process the credit card transactions. Our policy is to not collect or store your card details. Your credit card payment details will only be collected and held securely by DPS paymentexpress.com.

Your card details are encrypted on the paymentexpress.com website using Secure Sockets Layer (SSL) based security. Payments are processed in real time. Shine does not have access to your full card number, this credit card payment is secured by DPS. DPS have bank grade security. All transaction details are stored in their PCI-DSS compliant Data Centre. DPS Payment Express is certified with over 200 banks globally.

Visit the DPS Payment Express website for more details:

http://www.paymentexpress.com/security/E-commerce_Security

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