



Christ's Heart for the World's Poor

54 Strathalbyn Road, Aldgate, South Australia 5152
Postal Address: PO Box 1110 Stirling, South Australia 5152
Telephone +61 (0)8 8370 1256
Facsimile +61 (0)8 8370 1262
E-mail admin@ahopfan.com
www. missionworldaid.org
ABN 82 933 597 596

MWA Policy – PRIVACY

Mission world Aid, Inc (MWA) is an Incorporated Association based in South Australia.

It abides by State and Federal legislation on privacy.

The organisation collects and uses information that is often private in nature. This policy outlines:

- Contact details
- A general statement on information handling policies
- What information is collected and why
- How the donor/supporter may opt out of further correspondence
- How this information is held
- Access and correction to information held
- Complaint and dispute resolution procedures

Contact: Mission World Aid, Inc
Office: 54 Strathalbyn Road, Aldgate
Phone: (618) 8370 1256
Email: admin@ahopfan.com
Director: Tony Scammell

The following statement is approved for publication:

General statement on information handling policies:

We respect your right to privacy and we recognise the trust you are placing in us through your dealings with us. As such we do everything we can to maintain that trust. Our volunteers serve you on the basis that they will protect information about you. MWA volunteers are informed of this policy and its requirements.

Under law your rights to privacy are also protected. The Privacy Act 1988 (as amended) and general law place strict requirements on us to treat any information you give us as confidential. The information you provide remains private and is only used for the purposes outlined below.

What information we collect & why we collect it:

Contact information such as: name; address; phone numbers and email addresses are used to process receipts and to keep you abreast of any issues or developments we may think you have an interest in. Financial information such as: bank account and credit card details are used to process transactions.

Sometimes we collect some more personal information about you such as what church you attend; your age; which aspects of our ministry you are interested in, etc. This information is used to build a picture of our donor

Matthew 25:35: For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me... What you did for one of the least of these brothers of mine, you did for me.

Tax Deductable donations to Account name: Mission World Aid BSB: 105079 Account # 040615340



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base for our organisational information only. This information is only collected with your full consent and you may always decline to provide this to us.

The information we collect is always treated as strictly confidential and is never disclosed to a third party without your prior consent, or unless required by law. We never make our database available to other organisations.

Opting out of further correspondence:

If you do not wish to receive any further information on MWA or to be contacted about our work you may contact our office by phone, letter or email at any time to cancel any further communications. Each of our newsletters also provides opportunity for you to unsubscribe on-line at any time.

How this information is held:

The security of your information is important to us. When we have collected information about you it cannot be seen or modified by anyone who is not authorised to access our IT systems. We make all reasonable efforts to ensure that your information is stored securely - both in electronic and physical forms. Any information that we no longer require is deleted / destroyed.

How you can access and correct the information held:

It is our policy to give access to our supporters to the information we hold on them. This is consistent with our commitment to transparency.

You have direct internet access to the identifying information we have on our IT system, and can update it yourself. If you would like to know more about what information we hold about you please contact our Office. If you discover your information is incorrect, incomplete or out of date you may correct it yourself or please notify us and we will try to correct or add the information as soon as possible. If you would like to talk to our office about this please do so.

Keeping your payment card data secure (PCI DSS)

MWA is committed to ensuring Payment Card Data used to donate to or purchase goods and services from MWA is kept secure. MWA banks with BankSA and bank guidelines for PCI DSS are found at: <https://www.banksa.com.au/content/dam/bsa/downloads/business/payment-solutions/pci-dss-brochure-bsa.pdf>

MWA seeks to meet the PCI Data Security Standard (PCI DSS) by:

- Using a firewall on our network and PCs.
- Using strong passwords and changing any default passwords provided with hardware or software.
- Not storing *any* sensitive cardholder data in computers or on paper.

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- Using only approved PIN entry devices at our points-of-sale as provided by BankSA (i.e. in our Mission Shop).
- Using only validated payment software for donations or transactions (Paypal or Square), or third party donation portals (GiveNow).
- Making sure our wireless router is password-protected and uses encryption for transmission of cardholder data across open public networks.
- Protecting our computer systems against malware by using and regularly updating anti-virus software or programs, and preventing installation of rogue software or “skimming” devices on PIN entry devices and PCs.
- Restricting personnel access to any cardholder data by business need to know.
- Assigning a unique ID to each person with computer access to identify and authenticate access to our systems. (MWA is not able to track and monitor all access to network resources).
- Regularly test security systems and processes (Vulnerability scan, if applicable)
- Maintain a policy {(this policy) that addresses information security.
- Teaching our staff / volunteers about security and protecting cardholder data, and follow the PCI DSS with reference to the relevant self-assessment questionnaire (SQA) at:
https://www.pcisecuritystandards.org/documents/SAQ-InstrGuidelines-v3_2_1.pdf?agreement=true&time=1605946927896

MWA is a Level 4 merchant (BankSA classification) and is recommended to complete an SAQ and, if applicable, commission a vulnerability scan by an approved scanning vendor (ASV).

In the event of an Account Data Compromise (ADC) the MWA Director or delegate will:

1. immediately contact the BankSA Merchant Fraud Team on 1300 301 217 (Option 3) or the BankSA Merchant Risk Team (PCIBSA@banksa.com.au) that you suspect that an ADC event has occurred.
2. Within the first 24 hours take action to prevent further loss of data by conducting a thorough investigation of the suspected or confirmed loss or theft of cardholder data and transaction information.
3. To preserve evidence and facilitate the investigation:
 - Not access or alter compromised systems (i.e. do not log on at all to the machine and change passwords, do not log on as ROOT);
 - Not turn off the compromised associated hardware machines. Instead, isolate compromised systems from the network (i.e. unplug cable);
 - Preserve logs and electronic evidence;
 - Keep a record of all actions taken;
 - If using a wireless network, change the SSID on the AP and other machines that may be using this connection with the exception of any systems believed to be compromised; and
 - Be on “high” alert and monitor all systems with cardholder data and transaction information.

Complaint and dispute resolution procedures:

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If you believe we have breached your privacy rights in any way, or you would like to discuss any issues about our privacy policy please contact our Director. We will try to satisfy any questions that you have and correct any errors on our part.

If we do not answer your concerns to your satisfaction you have the right to make a complaint to the Privacy Commissioner.

Privacy Commissioner 1300 363 992 www.privacy.gov.au

V2 Approved 21-11-2020