

Privacy Policy

Last updated: 04/07/2025

UrCommunity Ltd (ABN [Insert ABN]) respects your privacy and is committed to protecting your personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

This Privacy Policy explains how we collect, use, store, and share your personal information when you interact with **UrCommunity.org** or participate in our programs.

1. Who We Are

UrCommunity Ltd is a registered Australian charity with PBI and DGR 1 status. Our mission is to promote the right to an appropriate standard of living for all Australians by supporting food security, self-sufficiency, employment pathways, civic participation, research, and community integration projects.

2. What Personal Information We Collect

The type of personal information we collect depends on how you engage with us. It may include:

- Name
 - Email address
 - Phone number
 - Postal address
 - Donation and payment details
 - Login/account information
 - Communications with us (e.g. emails, forms)
 - Crowdfunding project details you submit
 - Participation in our programs or services
 - Website usage data (e.g. IP address, browser type, pages visited)
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3. How We Collect Personal Information

We may collect information:

- Directly from you (e.g. via donation forms, registrations, emails, calls)
- Through your use of our website and services
- From publicly available sources
- From partner organisations when you use joint services (e.g. UrMeals partners, local charities, crowdfunding platforms)

We use cookies and similar technologies to understand website traffic and improve your experience. You can manage cookies in your browser settings.

4. Why We Collect Your Information

We only collect personal information reasonably necessary to carry out our charitable purposes, including:

- Processing and confirming donations
 - Issuing donation receipts (including for tax-deductibility)
 - Providing and improving our services (e.g. meal delivery coordination)
 - Managing user accounts and registrations
 - Communicating with you about our programs, projects, and campaigns
 - Enabling crowdfunding projects
 - Conducting research and advocacy
 - Meeting our legal obligations (including regulatory reporting)
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5. How We Use and Share Your Information

We may use and share your personal information:

- Internally, to provide you with our services and support our mission
- With trusted service providers (e.g. payment processors, IT providers) under confidentiality agreements
- With partner charities for program delivery (e.g. meal distribution)
- With crowdfunding project owners you choose to support

- When required or authorised by law (e.g. for regulatory reporting or fraud prevention)

We will never sell your personal information.

6. Security of Your Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

We use secure systems and processes (e.g. encryption, access controls). However, no method of transmission over the internet is 100% secure. We encourage you to protect your own login details and use secure networks.

7. Accessing and Correcting Your Information

You have the right to request access to, or correction of, the personal information we hold about you. To make a request, please contact us using the details below.

We will respond within a reasonable time and may need to verify your identity.

8. Direct Communications and Marketing

We may use your contact details to share updates about our work, campaigns, or fundraising. You can opt out at any time by following the unsubscribe link in our emails or contacting us directly.

9. International Data Transfers

Our service providers may store or process your data overseas (e.g. secure cloud servers). We take reasonable steps to ensure they comply with Australian privacy standards.

10. Links to Other Sites

Our website may contain links to external sites. We are not responsible for their privacy practices. We encourage you to review their privacy policies.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with the “Last updated” date. Continued use of our website or services after changes indicates your acceptance.

12. Contact Us

For questions about this Privacy Policy, or to access or correct your personal information, please contact:

UrCommunity Ltd

Email: info@urcommunity.org.au

Website Contact Page: UrCommunity.org/contact-us

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