

Privacy Policy

This is the Privacy Policy of the Friends of the Animals Inc (FOTA Inc), trading as Mareeba Animal Refuge, through its official site www.mareebaanimalrefuge.org.au, regarding the privacy rights of its online visitors. This privacy policy explains what specific information we collect, process, transfer, utilise, and store from website visitors whenever they visit and make e-commerce or other transactions with us. This policy statement also clarifies how customers may review, change, and update certain details which were submitted to the platform.

Collection of Personal Information

Personal Information is information or an opinion that identifies an individual. We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us via email at foamar@bigpond.com.

We may collect personal information including your name, gender, date of birth, address, contact numbers, and email. Information about your computer hardware and software is also automatically collected by us when you use our website. This information can include your IP address, browser type, access times and/or referring website addresses. This information is used by us for the operation of the website and services offered on the website and to maintain the quality of the services offered currently and for future needs on the website.

Use of Personal Information

Upon submission of personal information to us, we will use those collected details for the following purposes:

- To send news, information about our activities and general promotional material which we believe may be useful to you;
- To monitor who is accessing the website or using services offered on the Website; and
- To profile the type of people accessing the Website

If you do not wish to have your personal information used in this manner or for any other specific purpose, please advise us by writing to us at 35 Hickling Ave, Mareeba, QLD 4880, or by email at foamar@bigpond.com. If you choose not to provide personal information, you will still be granted access to our Website, however you may not have access to areas that require personal information.

Data Security

FOTA Inc takes reasonable steps to ensure to the best of our ability that your personal information is kept confidential, such as access being restricted only to those who must be granted access to our

marketing platforms and information, use of cloud storage from reputable service providers with multiple server locations and with adequate security protocols, and signed confidentiality forms between Friends of the Animals Inc (FOTA Inc) and its in-house employees and independent contract workers. You will appreciate, however, that we cannot guarantee the security of transmission. Unfortunately, no data transmission over the Internet can be guaranteed as totally secure. Whilst we strive to protect such information, we do not warrant and cannot ensure the security of any information which you transmit to us. Accordingly, any information which you transmit to us is transmitted at your own risk.

Cookies

When visiting our website or performing any online activity, your browser installs a cookie, a piece of data sent from our site, and then stored in your browser. The collected data from the cookie can be retrieved in order to help us monitor the online activities of our site users. Important details include log on time, visited links, and duration of stay on every webpage.

We utilise cookies to record all online user activities, generate user analytics, and technical data to understand user behavior better. These details can help Friends of the Animals Inc (FOTA Inc) develop substantial service enhancements, improved targeting, and personalisation of online experience for the website users.

You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance. Cookies help us to provide you with a good experience when you browse the Website and allow you to make full use of our online and personalised features on our Website. Most website browsers will automatically accept cookies. Unless you have adjusted your browser settings so that it will refuse cookies, cookies will be set when you access this website.

Data Retention Policy

Friends of the Animals Inc (FOTA Inc) has the right to preserve all relevant details, client information as future reference. Website users are assured that all details will be stored into our secure servers. Send requests for deletion or editing of your personal information to our email address: foamar@bigpond.com.

Disclosure and Consent

We, at Friends of the Animals Inc (FOTA Inc), do not share, disclose, transfer, and trade any personal information of our website visitors to third-party organisations other than designated workers and company employees. We may, however, disclose valuable information to consultants, advertising affiliates, and trusted service providers when necessary. Additionally, Friends of the Animals Inc (FOTA Inc) may be compelled to divulge such information when ordered by government authorities related to a serious criminal offense, tax liabilities, and fraud.

Data Protection Rights

Friends of the Animals Inc (FOTA Inc) grants customers the privilege to change, update, and delete any part of their personal information from our secure database. If you ever find any private information you wish to edit or remove from our system, you may contact us by writing an email to foamar@bigpond.com or sending a formal letter of request to change such information.

We may ask customers to provide any identifiable information before we take action on their privacy concerns. However, if you are not satisfied with the process of how we handle your request, you may file a formal complaint to data protection authorities regarding how we collect, process and store your personal information.

Sensitive Information

FOTA Inc complies with the Australian Privacy Principles guidelines (APP guidelines) under the Privacy Act (Commonwealth) 1988 (Australia). In accordance with these Principles, we will not collect sensitive information about you (including information about your health, racial or ethnic origin, political or religious beliefs, philosophical beliefs, membership of professional or trade associations or unions, sexual practices and criminal records) unless you have consented to this or unless we believe we are required by law to do so.

Privacy Policy

This privacy policy is only applicable to all forms of online activities, including form filling, payment transaction, order processing, and monitoring procedures performed within the official platform of Friends of the Animals Inc (FOTA Inc). This will not be applied to different data collection activities executed outside of Friends of the Animals Inc (FOTA Inc).

Privacy Policy Changes

This is our current privacy policy however Friends of the Animals Inc (FOTA Inc) may execute policy changes at any time without notice, so please check back here for the latest version regularly.