



The Champion Centre
Tamariki Toiora

Donor Privacy Policy

Introduction/Purpose:

The Champion Centre delivers early intervention services for infants and young children with developmental delays. As a Charitable Trust we rely on fundraising to support our operational and other costs. This policy outlines how the Centre meets its legal, ethical, and professional obligations under the **Privacy Act 2020 (PA)**, **HIPC**, and relevant legislation.

It describes how information is managed, confidentiality maintained, privacy breaches addressed, and individuals' rights upheld.

Scope:

This policy applies to:

- All personal information provided by Champion Centre Donors.

Everyone covered by this policy is responsible for complying with privacy legislation and this policy.

Policy Statements:

1. Confidentiality Obligations

All employees and board members:

- Must sign a confidentiality agreement (for staff this is included in the terms and conditions of the individual agreement signed on appointment).
- Must ensure information is not accessible to unauthorised individuals.
- Retain confidentiality obligations even after leaving their role.

Any breach may result in disciplinary action, including dismissal for staff or termination of engagement for others.

2. Collection of Information

2.1. What we collect

When donors donate via our website, we may collect:

- Personal details including name, email and phone number
- Payment information (processed securely via Stripe) including donation details, communication preferences, and any additional info you provide

2.2. How we collect

We collect information directly from donors when they complete donation forms or subscribe to receive communications from the Champion Centre. Limited information may also come from our payment provider Stripe.

3. How we use information

We use information to process donations, issue receipts, communicate with donors, provide updates (if donors have opted in), and improve our fundraising.

4. Storage and Security of Information

Donations are processed securely by Stripe, a secure PCI-compliant third party. Transactions are encrypted and information protected during transmission by using the Secure Sockets Layer (SSL) protocol. This encrypts information when transmitted over the internet. Donors can check that the SSL is active by looking for the padlock symbol to the left of the address bar on many browsers.

Some providers may process data overseas. The Champion Centre takes reasonable steps to protect it under the NZ Privacy Act 2020.

5. Access and Correction of Information

All individuals have the right to:

- Know what information is held about them.
- Access it (within 20 working days).
- Request corrections.

6. Sharing Information

We do not sell or rent any data. The Champion Centre may share it with trusted providers such as Stripe for payment processing and Keela the fundraising CRM platform to keep accurate donor record keeping and send tax-deductible receipts.

7. Data retention

The Champion Centre retains records as required for legal, tax, and operational purposes.

8. Communications

Donors can opt in to receive updates from the Champion Centre and unsubscribe at any time.

Related Documents:

- Confidentiality Agreement
- Information Request Form
- Staff Code of Conduct
- Privacy Policy

Appendix 1 - Donation Terms and Conditions

1. General

These terms apply to all donations made via our website.

2. Donations

Donations are voluntary and generally non-refundable. All donations are in NZD. You must be authorised to use the payment method.

3. Use of funds

Funds support The Champion Centre to provide early intervention services for families delivered by a range of specialists meeting each child's individual needs.

4. Receipts and tax

If you provide your contact details, a receipt for your donation will be issued. Donations may qualify for a donation tax credit. For more information, please visit the [IRD's website](#).

5. Recurring donations

If you set up a regular gift through our website, you authorise recurring payments from your credit or debit card and can change or cancel anytime by contacting us funding@championcentre.org.nz.

6. Payment processing

Payments are securely processed via Stripe, a secure PCI-compliant third party.

7. Refunds

We will refund all donations made that are fraudulent due to unauthorised use of a credit or debit card. In all other circumstances, refunds of donations will be at our discretion.

8. Privacy

Handled in accordance with the Donor Privacy Policy.

9. Website functionality

We aim for reliable service but do not guarantee uninterrupted access.

10. Changes to terms

Terms may be updated anytime.

11. Contact

The Champion Centre

Email: funding@championcentre.org.nz

Phone: 03 383 6867

Address: 300 Burwood Road, Christchurch 8083