



Privacy Policy

This Privacy Policy was last reviewed and updated on 10 July, 2026.

Privacy Policy

The Fabric Is Love Global Limited (TFIL) values and respects the privacy of the people we deal with. TFIL is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations.

This Privacy Policy (Policy) describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

What is Personal Information?

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

What Personal Information Do We Collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

The personal information we collect about you may include:

- name;
- mailing or street address;
- date of birth;
- email address;
- phone number;
- donation details (such as amount, payment reference and receipt information);

How Do We Collect Your Personal Information?

We collect your personal information directly from you when you:

- interact with us over the phone;
- interact with us in person;
- interact with us online;
- participate in surveys or questionnaires;

- attend an event;
- subscribe to our newsletter;
- volunteer with us;
- make a donation through our website (including through our payment provider, Stripe)

How Do We Use Your Personal Information?

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- responding to enquiries;
- administering our programs and services;
- processing donations and issue receipts where applicable;
- Thanking donors for their contributions;
- managing volunteers;
- sending newsletters and updates where you have subscribed;
- sending donor updates;
- improving our website and services'
- complying with legal obligations;
- internal administrative purposes;

Donations

If you make a donation through our website, your payment will be processed securely by Stripe. We do not collect or store your full credit or debit card details. Stripe collects and processes information in accordance with its own Privacy Policy and security practices.

You can learn more about how Stripe handles personal information by viewing their Privacy Policy: <https://stripe.com/au/privacy>

Disclosure of Personal Information

We may disclose your personal information to trusted third-party service providers who assist us in operating our website, processing donations, sending newsletters or providing IT services.

This includes Stripe, which securely processes online donations on our behalf.

We take reasonable steps to ensure these providers handle your information securely and only use your information for the services they provide to us.

- We do not sell your personal information

Overseas Disclosure

Some of our third-party service providers may store or process personal information outside Australia. Where this occurs, we take reasonable steps to ensure your information is handled securely and in accordance with applicable privacy laws.

How Do We Protect Your Personal Information?

We will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises and databases / records
- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you
- having technological measures in place (for example, anti-virus software, fire walls);

Online Activity

The TFIL website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website(s) before, so we can distinguish you from other users of the website. This improves your experience and the TFIL website(s).

We do not use cookies to identify you, just to improve your experience on our website(s). If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected.]

Retention of Personal Information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

How to Access and Correct Your Personal Information

TFIL will endeavour to keep your personal information accurate, complete and up to date. If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within a reasonable timeframe. We will deal with such a request by following the procedure outlined below:

- Contacting us via email: info@thefabricislove.org

Inquiries and Complaints

For complaints about how TFIL handles, processes or manages your personal information, please contact Info@thefabricislove.org. Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to 2 days for TFIL to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with TFIL's response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint.

How to Contact Us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

Email

Info@thefabricislove.org