PRIVACY POLICY

About This Policy

3C Connect ("3C Connect", "we", "us" or "our") is a community-led, not-for-profit initiative working to deliver a shared active transport pathway connecting Currarong, Callala and Culburra in the Shoalhaven region of New South Wales.

We respect your privacy and are committed to handling your personal information openly and responsibly. This policy explains what personal information we collect through 3CConnect.com.au (the "website") and our related activities, how we use and protect it, and how you can contact us about it.

This policy has been prepared having regard to the Australian Privacy Principles (APPs) under the *Privacy Act 1988* (Cth). By using our website or otherwise providing us with personal information, you agree to the terms of this policy.

The Information We Collect

Depending on how you interact with us, we may collect:

- **Contact details** — such as your name, email address, phone number and postal address, for example when you make an enquiry, sign up for updates, volunteer, or register for an event.
- **Donation and sponsorship information** — such as your name, contact details and payment or transaction details, when you make a donation or sponsor the project. Payments are processed securely by our payment provider; we do not store full card details ourselves.
- **Volunteer and supporter information** — such as your interests, skills or availability, if you register to volunteer or support the project.
- **Correspondence** — any information you provide when you contact us, including by email, contact form, phone or social media.
- **Website usage information** — such as your IP address, browser type, device information and pages visited, collected automatically through cookies and analytics tools when you use our website (see *Cookies and Analytics* below).
- **Social media interactions** — information you share publicly when you follow, comment on or message our Facebook or Instagram pages, which is governed by those platforms' own privacy policies as well as this one.

We only collect personal information that is reasonably necessary for our activities as a community organisation. Where possible, we collect information directly from you.

How We Use Your Information

We use personal information to:

- respond to your enquiries and communicate with you about 3C Connect;
- process donations and sponsorships, and issue receipts or acknowledgements;
- coordinate volunteers, supporters and community events;
- send newsletters or project updates, where you have asked to receive them;
- maintain our accounting, governance and reporting obligations as a community organisation (including, once registered, obligations to bodies such as the ACNC and NSW Fair Trading);
- improve our website and understand how it is used; and
- meet our legal obligations.

We will not use your personal information for any other purpose without your consent, unless required or authorised by law.

Direct Marketing and Unsubscribing

From time to time, and only where you have asked to hear from us (for example, by signing up for updates, volunteering, or making a donation), we may send you newsletters, event invitations or other updates about 3C Connect by email.

In line with the *Spam Act 2003* (Cth), every marketing or update email we send will clearly identify 3C Connect as the sender and include a functional way to unsubscribe. You can opt out of these communications at any time by:

- clicking the “unsubscribe” link included at the bottom of any email we send you; or
- contacting us directly at 3cconnectproject@gmail.com and asking to be removed from our mailing list.

We will action your request promptly, and in any event within the timeframe required by law. Please note that unsubscribing from newsletters or updates will not affect other communications we may still need to send you for operational reasons, for example, a donation receipt, a response to an enquiry you have made, or information we are required to provide by law.

3C Connect keeps personal information only for as long as it is needed for the purposes described in this policy or as required by law. Mailing list details are kept until you unsubscribe or, if you have not engaged with us for three (3) years, they are deleted.

Donation and financial records are kept for at least seven years to meet tax and reporting obligations.

Disclosure of Your Information

We do not sell or rent personal information. We may share personal information with:

- Service providers who help us operate, for example, website hosting providers, email or newsletter platforms, and payment processors, who are only permitted to use your information to provide services to us.
- Government or regulatory bodies, such as the Australian Charities and Not-for-profits Commission (ACNC), NSW Fair Trading, or the Australian Taxation Office, where required for our governance, reporting or tax obligations.
- Professional advisers, such as our accountant or legal adviser, where necessary.
- Others, where required or authorised by law, or with your consent.

Overseas disclosure

Some of the third-party service providers we use (for example, website hosting, email platforms, analytics tools or social media platforms) may store or process information on servers located overseas, including in the United States. Where this occurs, we take reasonable steps to ensure your information continues to be handled in line with this policy, noting that overseas privacy laws may differ from those in Australia.

Cookies and Analytics

Our website uses cookies and similar technologies, including website analytics tools (such as Google Analytics), to help us understand how visitors use the site, for example, which pages are viewed and how visitors navigate the site, and to improve its content and functionality. Cookies are small files stored on your device.

Overseas storage

Some of these tools are operated by companies based overseas, including in the United States. This means information collected through cookies and analytics, such as your IP address, browser and device information, and browsing activity on our site, may be transmitted to and stored on servers located in the United States or other overseas jurisdictions, where privacy laws may not offer the same protections as Australian law.

You can manage or disable cookies at any time through your browser settings, and tools such as the Google Analytics Opt-out Browser Add-on allow you to opt out of analytics tracking specifically. Disabling cookies may affect how some parts of our website function.

Data Security

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, and unauthorised access, modification or disclosure.

This includes using secure, reputable third-party platforms for payments, email and website hosting. However, no method of storage or transmission over the internet is completely secure, and we cannot guarantee absolute security.

Access, Correction and Complaints

You have the right to ask for access to the personal information we hold about you, and to ask us to correct it if it is inaccurate, out of date or incomplete.

If you would like to do this, or if you have a concern or complaint about how we have handled your personal information, please contact us using the details below.

We will respond to your request or complaint within a reasonable time. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.

Children's Privacy

Our website is intended for a general audience and is not directed at children. We do not knowingly collect personal information from children without the consent of a parent or guardian.

Links to Other Websites and Social Media

Our website may contain links to other websites, including our Facebook and Instagram pages, donation platforms, or partner organisation websites. We are not responsible for the privacy practices of those third-party sites.

We encourage you to review their privacy policies separately.

Changes to This Policy

We may update this policy from time to time as our activities, governance status (including any future ACNC or Deductible Gift Recipient endorsement) or legal obligations change. The updated policy will be posted on this page with a new "last updated" date.

Contact Us

If you have any questions about this policy, or wish to access, correct or ask us about your personal information, please contact us:

3C Connect	
Email:	3cconnectproject@gmail.com
Website:	3CConnect.com.au
Facebook:	facebook.com/3cconnect
Instagram:	@3cconnectproject