LIFE SUPPORT FOR SCOTCH COLLEGE – Privacy Policy

1.1 Who this policy covers

This Privacy Policy explains how Scotch College ("the School", "we", "us") collects, holds, uses and discloses personal information in connection with the Life Support giving program, including information collected through our program partner, Charidy, and our payment processor, Stripe.

Scotch College is the data controller and owner of donor data collected through Life Support. Charidy and Stripe act as service providers who process data on the School's behalf, under contractual terms that require them to protect that information and use it only to deliver the Life Support platform and process payments.

1.2 Information we collect

- Identity and contact details — name, email address, mailing address, graduation year
- Payment information — card or bank details, processed securely by Stripe (the School does not store full card numbers)
- Donation information — amount, frequency, fund designation, donation history
- Preferences — recognition preferences, communication opt-ins, fund choice
- Technical information — where you interact with the donor dashboard or website, such as log and device data

1.3 How we use your information

- To process and manage your recurring donation, including the annual $1 increase
- To issue tax receipts and maintain records required for DGR compliance
- To communicate with you about your donation, including annual impact updates and payment issues
- To recognise donors (in line with your stated recognition preferences)
- For direct marketing about Life Support and other Scotch College fundraising activities, where you have not opted out

1.4 Direct marketing and opting out

In line with APP 7, every communication we send includes a simple way to opt out of future direct marketing. You can also opt out, or ask where we obtained your details, at any time by contacting the Development Office. Opting out of marketing does not affect your ability to remain an active donor.

1.5 Disclosure of information

We do not sell or rent personal information. We disclose information only to:

- Charidy, to operate the Life Support platform
- Stripe, to process payments
- Professional advisers (e.g. auditors) where required
- Regulators or authorities where required by law

Public recognition displays (e.g. website donor walls) show graduation year and donation amount only. Your name is never displayed alongside your donation amount unless you specifically opt in to named recognition.

1.6 Data storage, security and retention

Personal information is stored securely by the School and its service providers, with access restricted to authorised Development Office staff and Charidy personnel who need it to operate the program. We retain donor information only for as long as needed for the purpose it was collected, ongoing tax and compliance obligations, and legitimate historical/relationship record-keeping, after which it is securely destroyed or de-identified in line with our retention schedule.

1.7 Access and correction

You may request access to, or correction of, the personal information we hold about you at any time via your donor dashboard or by contacting the Development Office. We will respond within a reasonable timeframe in line with our obligations under the Privacy Act.

1.8 Complaints

If you have a concern about how your personal information has been handled, please contact the Development Office in the first instance. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.

1.9 Contact

Scotch College Development Office — foundation@scotch.vic.edu.au