

WEBSITE PRIVACY POLICY

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| Approved By: | CEO | Effective Date: | 26 March 2025 |
| Policy Owner | CEO | Policy Delegate: | |
| Last Review Date: | 26 March 2026 | Next Review Date: | 26 March 2029 |
| Version Number: | 2.0 | <input type="checkbox"/> Internal or <input checked="" type="checkbox"/> External | |

1. INTRODUCTION

Transform Global Ltd (trading as Transform Cambodia) ABN 39 628 777 944 respects your privacy and is committed to protecting your personal information. This Website Privacy Policy explains how we collect, use, store, and protect personal information when you interact with our website.

This policy applies to all users of the Transform Cambodia website.

2. WHO WE ARE

Transform Global Ltd is an Australian registered not-for-profit organisation working with children and families in Cambodia.

If you have questions about this policy or how your information is handled, you can contact us at: complaints@transformcambodia.com

3. WHAT INFORMATION WE COLLECT

When you use our website, we may collect personal information including:

- Your name.
- Email address.
- Phone number.
- Postal address.
- Donation and payment details.
- Information you provide through enquiry, contact, or sponsorship forms.

We may also collect non-identifying information such as:

- IP address.
- Browser type.
- Pages visited.
- Date and time of visits.

4. HOW WE COLLECT INFORMATION

We collect information when you:

- Make a donation.
- Complete an online form.
- Subscribe to updates or newsletters.
- Contact us through the website.
- Interact with our website through cookies or analytics tools.

5. WHY WE COLLECT INFORMATION

We collect personal information to:

- Process donations and payments.
- Communicate with you.
- Manage sponsorships and supporter relationships.
- Respond to enquiries or requests.
- Improve our website and services.
- Meet legal and regulatory obligations.

6. COOKIES AND ANALYTICS

Our website may use cookies and analytics tools to understand how visitors use our site.

Cookies help us:

- Improve website functionality.
- Analyse traffic and usage patterns.

You can choose to disable cookies through your browser settings, however this may affect website functionality.

7. USE AND DISCLOSURE OF INFORMATION

We only use or disclose personal information for the purpose it was collected, unless:

- You have given consent.
- It is required or authorised by law.
- It is necessary to prevent serious harm.

We may share information with trusted service providers who assist us with:

- Website hosting.
- Payment processing.
- Communications and databases.

These providers are required to handle information securely.

8. OVERSEAS DISCLOSURE

Some personal information may be stored or accessed outside Australia, including in Cambodia, where our programs operate.

We take reasonable steps to ensure overseas handling of personal information is consistent with Australian privacy requirements.

9. SECURITY OF INFORMATION

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, or disclosure.

This includes secure systems, access controls, and appropriate safeguards.

10. ACCESS AND CORRECTION

You may request access to, or correction of, your personal information held by us.

Requests can be made by contacting:
complaints@transformcambodia.com

We may refuse access where permitted by law.

11. PRIVACY COMPLAINTS

If you have a concern about how we handle your personal information, you can make a complaint by contacting:
complaints@transformcambodia.com

We will respond to privacy complaints within a reasonable time.

12. CHANGES TO THIS POLICY

We may update this Website Privacy Policy from time to time.

The current version will always be available on our website.

13. CONTACT US

For privacy enquiries or complaints, contact:
info@transformcambodia.com

END

VERSION CONTROL

| | | | |
|--------------------------|-----|---------------|---------------|
| Original Version: | 1.0 | Version Date: | |
| Previous Version Number: | 2.0 | Version Date: | 26 March 2025 |
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