

Privacy Policy

1. INTRODUCTION

Trellis Oceania Foundation Ltd and Trellis Hope Ltd (hereafter referred to as Trellis) are registered not-for-profit charities, limited by guarantee. Trellis is committed to communicating within the Trellis community and to the general public in a respectful manner that recognises God's gracious authority over all life, along with the responsibility He places upon us to love, care for and protect one another. This includes the handling of personal information, the collection, use, disclosure, and protection of such information as an expression of God's love and in general compliance with the Australian Privacy Principles. This policy will be readily available to all, underpins requests for personal information and will be included on the Trellis websites.

2. PURPOSE

Trellis is committed to protecting individuals' personal information in response to God's call for love and care and in accordance with the Privacy Act 1988 (Commonwealth), where it applies to Trellis, and other applicable data protection laws as described in this Policy.

3. SCOPE

This Privacy Policy applies to all personal information collected and maintained by Trellis and describes how a person's privacy is respected and protected. Such personal information could be collected from an individual or organisation.

4. THE NATURE OF PERSONAL INFORMATION WE COLLECT AND RETAIN

Trellis collects personal information which enables us to provide a variety of services to its members and the public. Generally, information Trellis collects relates to:

- Those persons interested in engaging with our organisation for cross-cultural service, employment and voluntary roles
- Financial and prayer partners including representatives of Australian and overseas churches, and government and non-government organisations
- Participants in the services and activities that Trellis provides
- Others including individuals and organisations in Australia and overseas with whom we partner with or have secondment arrangements

The type of information includes (but is not limited to) name and address/contact details, communication preferences, personal connections to other organisations, professions or occupations, banking details, tax file number, Working with Children Check details (as relevant to specific jurisdictions), superannuation details and related information.

Some of the personal information Trellis collects may be sensitive information and may include information about a person's health and wellbeing, ethnic origins, Christian faith, involvement in Christian service, criminal history, genetic or biometric information and financial details. This information is collected to assist in the application process to serve or volunteer with Trellis, to provide care, training and administration services.

5. COLLECTION OF PERSONAL INFORMATION

Trellis collects personal information directly from the relevant person unless it is unreasonable or impracticable to do so. In those instances, Trellis will endeavour to ensure that that person is aware of this.

By submitting information to Trellis, individuals and organisations are consenting to the retention and use of that information by Trellis for the purposes for which it is submitted.

Trellis collects this information in a variety of ways:

- Through access and use of Trellis websites, which may include the use of cookies
- During conversations between individuals or organisations and the Trellis team
- When application papers to serve or volunteer with Trellis are completed
- Through response forms from individuals and organisations when they become prayer or financial partners or attend events
- Requests for organisational information
- When joining a Trellis mailing list

Such purposes include (but are not limited to):

- Assessing suitability for service, volunteering, or employment with Trellis
- Keeping individuals and organisations informed about matters in which they have expressed an interest, including the work of Trellis and the ongoing support of this work
- Processing authorised payments as directed by responsible individuals or organisations
- Complying with any legislation, law, and regulatory requirements

6. DISCLOSURE OF PERSONAL INFORMATION

An individual's personal information may be disclosed to others where required for Trellis to undertake its work and/or to comply with Australian law. Such disclosure will either be in accordance with the consent given by the individual when the information was collected as in this policy or as might be reasonably anticipated in the circumstances in which the personal information is provided to us. If Trellis is unsure, it will seek consent before disclosing the information.

Trellis from time to time needs to share information with other Trellis related entities. Trellis may disclose personal information to third party service providers, agents, contractors, or those organisations with whom it has agreements or memorandums of understandings. Such parties may be overseas. Where information is so provided, Trellis will take reasonable steps to ensure those parties provide protection of the personal information in an equivalent manner as described in this policy.

Trellis will provide this information only with the consent of the individual concerned, unless one of the other purposes of disclosure listed above applies. Trellis will not disclose personal information to another entity for the purposes of that entity soliciting charitable donations or for the purposes of that entity selling any goods or services to individuals or organisations.

7. PROTECTION OF PERSONAL INFORMATION

Trellis will take reasonable steps to protect the personal information it collects and retains from misuse, interference, loss, unauthorised access, alteration and/or disclosure. Steps include physical measures, computer security measures, training of personnel, confidentiality agreements, and access restrictions.

The Trellis donor database is protected by secure user IDs and passwords, to help protect it from misuse, unauthorised access, modification, or disclosure.

Trellis websites are enabled for online transactions using a secure payment gateway. Donations are processed in Australia, including donations from all other countries, in Australian Dollars (AU\$). Secure pages on our website are protected by a 128-bit encryption, using SSL technology.

However, despite the security on the site, everyone should be aware that there are inherent risks in transferring information across the Internet and we cannot accept liability for all breaches. Trellis takes reasonable steps to ensure that personal information sent to an overseas recipient is handled in a manner which abides by God's call to love, care and protect, and does not breach Australian Privacy Principles. If a

breach is detected where personal information is accessed, we will endeavour to advise the affected people as soon as practicable, recover any such personal information and address the risk of such a breach reoccurring.

8. ACCESS TO AND UPDATE OF PERSONAL INFORMATION

Trellis takes reasonable steps to ensure the personal information it retains is accurate, complete, and up to date. Trellis relies on individuals to advise of any changes to their personal information in a timely manner.

Individuals or organisations may request to access and to correct relevant personal information held by Trellis at any time by contacting us. All reasonable requests will be actioned and responded to as quickly as possible.

There may be instances where Trellis cannot grant access to the personal information if granting access would interfere with God's call to love, care, protect and respect the privacy of others, or if it would result in a breach of confidentiality. In addition, disclosure of sensitive information may inhibit the decision-making processes or operational activities of Trellis. If that happens, Trellis will advise the relevant person(s) as soon as practicable.

Trellis will ensure that appropriate processes are in place to destroy, erase, or make anonymous the personal information that is no longer required to fulfil the identified purpose.

9. PRIVACY COMPLAINTS

Complaints or feedback to Trellis in relation to God's call to love, care, and protect personal information, and/or its compliance with the Australian Privacy Principles and/or this policy should be directed to the identified contacts below (Section 10).

Trellis will investigate and seek to resolve all concerns or complaints in a timely manner. All such complaints or feedback will be treated confidentially.

10. CONTACT DETAILS

Please use the general contact link on the Trellis website or contact the Trellis CEO or Trellis Boards Chair directly using the below email addresses.

EMAIL: trellisceo@gmail.com or trellischair@gmail.com

REVISION HISTORY		
DATE	AUTHORITY	ACTION TAKEN
19/11/2025	BOARDS OF DIRECTORS	PERIODIC REVIEW
14/1/2025	BOARDS OF DIRECTORS	CLARIFY TRELIS DIRECT ACCOUNTABILITY
15/5/2024	BOARDS OF DIRECTORS	AUTHORISE INITIAL POLICY RELEASE
NEXT REVIEW: PRIOR TO 30 JUNE 2028		