THE WORLD LEAGUE FOR PROTECTION OF ANIMALS

Privacy Policy

ABN 39 013 743 388 · www.wlpa.org · Gladesville, New South Wales
Effective date: 18 July 2026 · Version 1.0

The World League for Protection of Animals (**"WLPA"**, **"we"**, **"us"** or **"our"**) is a not-for-profit animal welfare charity based in New South Wales, Australia. We respect your privacy and are committed to protecting the personal information we collect through our website (www.wlpa.org), our online forms and our day-to-day charitable activities.

This Privacy Policy explains what personal information we collect, why we collect it, how we use, store, disclose and protect it, and how you can access, correct or complain about our handling of your information.

> **Our compliance commitment.** As a not-for-profit charity with an annual turnover under the small-business threshold, WLPA may fall within the small-business exemption under the *Privacy Act 1988* (Cth). Nevertheless, we consider the responsible handling of personal information to be fundamental to the trust our adopters, volunteers, donors and members place in us. We have therefore chosen to comply voluntarily with the *Privacy Act 1988* (Cth) and the 13 Australian Privacy Principles (APPs) as though they applied to us in full.

CONTENTS

1. About WLPA
2. Information we collect
3. Sensitive information
4. How we collect it
5. Payments & bank details
6. Why we collect & use it
7. Cookies & website analytics
8. Social media
9. Disclosure to others
10. Overseas disclosure
11. Direct marketing
12. Security & data breaches
13. How long we keep it
14. Access & correction
15. Anonymity
16. Children
17. Complaints
18. Changes to this policy
19. Contact us

1. About WLPA

WLPA is a registered animal welfare charity operating in New South Wales. Our activities include rehoming and adoption of animals, coordinating volunteers, receiving and administering donations, and maintaining a membership and supporter base. To carry out these activities we necessarily collect and hold identifiable personal information about the individuals who interact with us.

2. Information we collect

The personal information we collect depends on your relationship with us. It may include:

Adopters and adoption applicants

- Name, residential address, email address and telephone number;
- Details about your household, living arrangements, property and other animals (used to assess the suitability of an adoption);
- References, and information provided during adoption interviews or home checks;
- Records of the animal adopted and any related agreements or correspondence.

Volunteers

- Name, contact details, and emergency contact details;
- Availability, skills, qualifications and experience relevant to volunteer roles;
- Where required for a role, background or suitability checks (for example a National Police Check or a Working with Children Check number).

Donors and financial supporters

- Name and contact details;
- Donation history, amounts and frequency;
- Payment information necessary to process your gift (see section 5);
- Information needed to issue tax-deductible receipts.

Members and website subscribers

- Name, email address and postal address;
- Membership status, subscription and communication preferences;
- Records of your correspondence and interactions with us.

Website visitors

- Technical data such as your IP address, browser type, device information and pages visited, collected automatically through cookies and analytics (see section 7).

3. Sensitive information

Some information we collect may be “sensitive information” under the *Privacy Act 1988* (Cth) — for example criminal record check details for certain volunteer roles, or health information relevant to an animal’s care in your home. We only collect sensitive information where it is reasonably necessary for our activities and, except where the law otherwise permits, only with your consent. We do not use sensitive information for any purpose other than the one for which it was collected without your further consent.

4. How we collect it

Wherever it is reasonable and practicable, we collect personal information directly from you — for example when you:

- complete an online form on our website (adoption enquiry, volunteer sign-up, donation or membership form);
- subscribe to our newsletter or updates;
- make a donation or become a member;
- contact us by email, telephone, post or in person; or
- interact with us on social media.

Occasionally we may collect information about you from third parties, such as a referee you have nominated, a partner rescue organisation, or a payment processor confirming a completed transaction. If we receive information about you that we did not ask for, we will handle it in accordance with this policy and the APPs.

5. Payments and bank details

When you make a donation, pay a membership fee or an adoption contribution, we collect the financial information needed to process that payment, which may include your bank account details or the fact that a card payment has been made. Card and online payments are processed through reputable third-party payment providers using secure, encrypted connections. Where payments are handled by an external provider, your full card details are collected and stored by that provider under their own security standards and privacy terms, not by WLPA. We retain transaction records (such as the amount, date and your name) as required to administer your gift, issue receipts and meet our financial, taxation and audit obligations.

6. Why we collect and use your information

We collect, hold and use personal information for purposes connected with our charitable activities, including to:

- assess, process and administer animal adoptions and conduct follow-up welfare checks;
- recruit, coordinate, train and support volunteers;
- process donations, issue receipts and administer fundraising and memberships;
- send you newsletters, updates, appeals and information you have requested;
- respond to your enquiries and communicate with you;
- maintain accurate records and improve our services and website;
- meet our legal, regulatory, financial and reporting obligations.

We will only use your personal information for the purpose for which it was collected, for a directly related secondary purpose you would reasonably expect, or where you have consented or the law otherwise permits or requires.

7. Cookies and website analytics

Our website uses cookies and similar technologies to help it function, to remember your preferences and to understand how visitors use the site. We use analytics tools (such as Google Analytics) that collect information including your IP address, device and browser type, referring pages, and the pages you view. This information is generally aggregated and used to improve our website and communications.

You can set your browser to refuse some or all cookies, or to alert you when cookies are being sent. If you disable cookies, some parts of our website may not function properly. For information about how analytics providers handle data, please refer to their own privacy policies.

8. Social media

WLPA maintains a presence on social media platforms such as Facebook and Instagram. If you interact with us on social media, or if our website includes social media features, plugins or embedded content, those platforms may collect information about you in accordance with their own privacy policies and terms, over which we have no control. We encourage you to review the privacy settings and policies of any platform you use.

9. Disclosure to others

We do not sell, rent or trade your personal information. We may disclose your personal information to:

- our staff, committee members and authorised volunteers, on a need-to-know basis, to carry out our activities;
- service providers who assist us (for example payment processors, IT and website hosting providers, email and mailing platforms, and professional advisers), who are required to protect your information;
- partner rescue or welfare organisations where relevant to an adoption;
- government, regulatory or law enforcement bodies where required or authorised by law.

10. Overseas disclosure

Some of our service providers — for example cloud hosting, email, analytics or payment platforms — may store or process data on servers located outside Australia. Where this occurs, we take reasonable steps to ensure your information is handled consistently with the APPs and this policy.

11. Direct marketing

We may use your contact details to send you newsletters, appeals, event invitations and other information about WLPA's work. Every marketing email includes a simple way to unsubscribe, and you can opt out of marketing communications at any time by contacting us using the details below. We will action opt-out requests promptly.

12. Security and data breaches

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, and unauthorised access, modification or disclosure. These steps include secure storage, restricted access, and the use of reputable service providers with appropriate safeguards.

While we voluntarily follow the Notifiable Data Breaches scheme, in the event of a data breach that is likely to result in serious harm we will assess the incident, take steps to contain it, notify affected individuals where appropriate and, where the scheme applies, notify the Office of the Australian Information Commissioner (OAIC).

13. How long we keep your information

We keep personal information only for as long as it is needed for the purposes described in this policy, or as required by law (for example, financial and taxation records must be retained for prescribed periods). When information is no longer required, we take reasonable steps to destroy it or permanently de-identify it.

14. Access and correction

You have the right to request access to the personal information we hold about you, and to ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, contact the Public Officer using the details below. We will respond within a reasonable time. There is generally no charge for making a request, although we may charge a reasonable amount for the cost of providing access. If we refuse a request, we will explain why in writing.

15. Anonymity and pseudonymity

Where it is lawful and practicable, you may deal with us anonymously or using a pseudonym — for example when making a general enquiry. However, for most of our activities (such as adoptions, volunteering, tax-deductible donations and membership) we will need to know who you are in order to assist you.

16. Children

Our services are generally directed to adults. Where a person under 18 wishes to volunteer, adopt or otherwise engage with us, we may require the consent and involvement of a parent or guardian. We do not knowingly collect personal information from children without appropriate consent.

17. Complaints

If you believe we have breached your privacy or mishandled your personal information, please contact the Public Officer in the first instance using the details below. Please describe your concern and how you would like it resolved. We will acknowledge your complaint promptly and aim to resolve it fairly and as quickly as possible.

If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner:

- Website: www.oaic.gov.au
- Phone: 1300 363 992

- Post: GPO Box 5218, Sydney NSW 2001

18. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices or the law. The current version will always be available on our website, and the effective date at the top of this document shows when it was last updated. We encourage you to review it periodically.

19. Contact us

For any privacy question, request or complaint, please contact:

The Public Officer
The World League for Protection of Animals
6/41–43 Higginbotham Road, Gladesville NSW 2111, Australia
Email: admin@wlpa.org
Web: www.wlpa.org

This Privacy Policy is provided for general information and to describe WLPA's information-handling practices. It does not constitute legal advice. WLPA should have this policy reviewed by a qualified legal practitioner before publication to ensure it reflects its specific operations and current Australian law.

© 2026 The World League for Protection of Animals · ABN 39 013 743 388