



Community Centre of Grace House Organisation Privacy Policy Statement

Effective Date: June 1, 2026

1. Who We Are

Community Centre of Grace House Organisation (“Grace House”, “we”, “our”, “us”) is a non-governmental organisation based in Siem Reap, Cambodia, with supporting charities located in Australia and the United Kingdom. Modern information and communication technologies play a central role in our operations, and we are committed to safeguarding the privacy, dignity, and rights of our beneficiaries, volunteers, donors, charity members, and website visitors. This policy outlines how we collect, use, store, and protect your personal information.

2. Information We Collect

We may collect the following categories of personal information:

- **Personal Identification** — Name, title, date of birth, nationality.
- **Contact Information** — Email address, phone number, physical address.
- **Financial Details** — Donation history, billing information, and payment processing details. Credit card numbers are processed securely by third-party payment gateways and are **never stored** by Grace House.
- **Volunteering or Employment Information** — Resumes, background checks, emergency contacts.
- **Beneficiary Information** — Family size, health status, educational background, and other information required strictly for program delivery and support.

3. How We Use Your Information

We use your personal information to:

- Administer volunteer placements, community projects, and educational programs.
- Process donations and issue tax receipts.
- Communicate with you about our work, newsletters, events, and volunteer opportunities.
- Comply with Cambodian law and international reporting requirements.

4. Child Protection and Image Rights

The protection of children and vulnerable individuals is central to our mission. We adhere to strict child protection standards. We will **never** publish identifying personal information (such as full names or precise locations) alongside images of children without **explicit, informed, and documented consent** from a parent or legal guardian.

5. Data Security and Third-Party Disclosure

We do **not** sell, trade, or rent personal information to third parties. We may share your information only with:

- **Service Providers** — Trusted third parties who support our operations (e.g., website hosting, payment processing). These providers must agree to maintain confidentiality and comply with data protection standards.
- **Legal Authorities** — When required by Cambodian law or when necessary to protect the safety, rights, or property of our organisation, beneficiaries, or others.

We implement reasonable technical and organisational measures to protect your data from loss, misuse, or unauthorised access.

6. Your Rights and Choices

Depending on your location, including under the **GDPR (EU/UK)** and the **Australian Privacy Act**, you may have the right to:

- Access, correct, or request deletion of your personal information.
- Withdraw consent where processing is based on consent.
- Opt out of receiving marketing or promotional communications.
- Request information about how your data is processed or transferred internationally.

We will respond to all rights requests in accordance with applicable laws.

7. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy, including:

- **Program delivery**
- **Legal, tax, and audit obligations**
- **Donor record-keeping requirements** in Cambodia, Australia, and the UK

When personal information is no longer required, we securely delete, anonymise, or archive it in accordance with applicable laws and our internal data retention schedule.

8. Cookies and Website Tracking

Our website may use cookies and similar technologies to improve user experience and analyse website performance. These may include:

- **Essential cookies** — required for basic site functionality
- **Analytics cookies** — used to understand how visitors use our site
- **Preference cookies** — storing language or display settings

You can manage or disable cookies through your browser settings. Disabling cookies may affect certain website features. We do not use cookies for advertising or behavioural tracking.

9. International Data Transfers

Because Grace House operates in Cambodia with supporting charities in Australia and the United Kingdom, your personal information may be transferred across these jurisdictions.

We ensure that:

- **Cross-border transfers** occur only when necessary for program delivery, donor administration, or organisational operations
- **Appropriate safeguards** are applied, including secure transfer methods and confidentiality agreements
- Transfers to Australia and the UK comply with their respective privacy laws, including the **Australian Privacy Act 1988** and the **UK GDPR/Data Protection Act 2018**

By interacting with our organisation, you acknowledge that your data may be processed in countries with different data protection standards than your own.

10. Complaints and Concerns

If you have concerns about how we handle your personal information, you may contact us directly so we can address the issue promptly.

You may also have the right to lodge a complaint with:

- **Your local data protection authority** (EU/UK)
- The **Office of the Australian Information Commissioner (OAIC)** if you are in Australia
- Relevant Cambodian authorities for matters governed by Cambodian law

We are committed to resolving all privacy-related concerns respectfully and transparently.

11. Contact Us

If you have questions about this policy or how we handle your personal information, please contact us:

Email:

projectmanager@gracehousecambodia.org

australiancharity@gracehousecambodia.org

Phone: +855 (0) 717 036 539

Office Address: Korkranh Village, Siem Reap, Cambodia