

Privacy Policy

Yellow Ribbon Project | Last updated: June 2026

1. About This Policy

This Privacy Policy explains how we collect, use, store, and protect personal information you provide through our website at www.yellowribbonproject.org.au (the Site) and when you donate to us.

Yellow Ribbon Project is operated by Jade Lewis And Friends Inc, a registered charity. As a not-for-profit, we are committed to handling your personal information openly and respectfully, in line with the principles set out in the Privacy Act 1988 (Cth) and the Australian Privacy Principles. We treat these as our standard for good privacy practice.

This policy covers information collected through the Site. It does not cover the separate privacy practices of third-party services we link to or use, which are governed by their own policies.

We may update this policy from time to time. The current version is always available on our website.

2. Who We Are

Jade Lewis And Friends Inc

Operating as Yellow Ribbon Project

ABN: 48 196 715 113

96 Slade Street, Bayswater WA 6053

PO Box 115, Bayswater WA 6933

Email: yellowribbonproject@jadelewis.com

Website: www.yellowribbonproject.org.au

3. What Information We Collect

We only collect personal information that is reasonably necessary for our activities. Through the Site, this may include:

- **Contact and enquiry details** you provide through our contact, "Get Involved", or Second Chance Choir forms, such as your name, email address, phone number, and the content of your message.
- **Donation details** when you give through our donation page, such as your name, email address, postal address, and donation amount. Payment is handled by our donation platform and its payment processors (see section 7).
- **Technical and usage information** collected automatically when you visit the Site, such as your browser type, device information, IP address, pages visited, and session activity. This is generally used in aggregate to help us understand and improve the Site.

You can browse the Site without telling us who you are. We only need your personal information when you choose to contact us, sign up, or donate.

4. Sensitive Information

We do not seek sensitive information (such as health, religious, or criminal record information) through the Site. If you choose to share personal circumstances with us, for example in a message or when expressing interest in a program, we will only use that information for the purpose you provided it and will handle it with care. Where we need to collect sensitive information for a program, we will ask for your consent and explain why.

5. Children and Young People

We work with schools, families, and young people. Where our programs involve young people, we generally deal with parents, caregivers, schools, or other organisations rather than collecting information directly from children through the Site. We do not knowingly collect personal information from a person under 18 through the Site without the involvement of a parent, guardian, or responsible organisation.

6. How We Use Your Information

We use the personal information we collect to:

- respond to your enquiries and requests
- process and acknowledge donations and issue receipts
- coordinate program involvement, events, partnerships, and the Second Chance Choir
- keep you informed about our work where you would reasonably expect to hear from us and have not opted out
- meet our legal, reporting, and governance obligations as a registered charity

We will not use your information for an unrelated purpose without your consent, unless we are required or permitted to by law.

7. Donations and Payment Information

Donations made through our website are processed using Donorbox, a third-party donation platform, together with its payment processors (Stripe and/or PayPal). When you donate online:

- Your card or bank payment details are collected and processed directly by the payment processor. We do not see or store your full card number.
- Donorbox stores donor and donation records (such as your name, contact details, and giving history) to enable receipting and donation management.
- Donorbox, Stripe, and PayPal are based outside Australia and may store or process information overseas, including in the United States (see section 9).

You may also choose to donate by direct bank transfer using the account details shown on our donation page. Donations of \$2 and over are tax deductible, and we will provide a receipt for your records.

8. Who We Share Your Information With

We do not sell your personal information. We share it only where necessary to run our activities, including with:

- our donation platform and payment processors (Donorbox, Stripe, PayPal)
- email, hosting, analytics, and administrative service providers that help us operate the Site and communicate with supporters

- Google, through the reCAPTCHA tool used on our forms (see section 10)
- third parties where required or authorised by law

We take reasonable steps to ensure service providers handle your information appropriately.

9. Overseas Disclosure

Some of the platforms we use, including Donorbox, Stripe, PayPal, and Google, may store or process personal information on servers located outside Australia, including in the United States. Where this occurs, we rely on those providers' own privacy and security commitments and take reasonable steps to protect your information.

10. Cookies, Analytics, and reCAPTCHA

Our Site may use cookies and similar technologies to help it function and to understand how visitors use it. You can manage or disable cookies through your browser settings, though some features of the Site may not work as well as a result.

Our forms are protected by Google reCAPTCHA, which helps us tell humans and automated submissions apart. reCAPTCHA may collect device and usage information and is subject to Google's Privacy Policy and Terms of Service.

11. How We Protect Your Information

We take reasonable steps to protect personal information from misuse, loss, and unauthorised access, modification, or disclosure. These steps include limiting access to information on a need-to-know basis, using reputable third-party platforms with their own security standards, and securely storing physical and digital records. When information is no longer needed, we take reasonable steps to destroy or de-identify it.

No method of transmission or storage is completely secure, but we work to safeguard your information and respond appropriately if a security issue arises.

12. Accessing and Correcting Your Information

You can ask us what personal information we hold about you and request that we correct it if it is inaccurate, out of date, or incomplete. To make a request, contact us using the details in section 14. We will respond within a reasonable period. There is no charge for making a request, and we will not charge you to correct your information.

13. Complaints

If you have a concern about how we have handled your personal information, please contact us first using the details in section 14, and we will work to resolve it.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC):

Website: www.oaic.gov.au

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

14. Contact Us

If you have any questions about this policy or your personal information, please contact us at:

Jade Lewis And Friends Inc (Yellow Ribbon Project)

Email: yellowribbonproject@jadelewis.com

Post: PO Box 115, Bayswater WA 6933

15. 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. We encourage you to review it periodically.