



Privacy Policy

Effective Date: 1st September 2024

At Rosehaven Hospice Ltd (*Rosehaven*), we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, and protect your information when you visit our website or interact with our services.

1. Information We Collect

- **Personal Information:** We may collect personal information such as your name, email address, phone number, and mailing address when you contact us, sign up for newsletters, or make a donation.
- **Usage Data:** We collect data on how you interact with our website, including IP addresses, browser types, and pages visited, to improve our website and services.

2. How We Use Your Information

- **To Provide Services:** We use your information to respond to inquiries, process donations, and manage volunteer and support activities.
- **To Communicate:** We may use your contact information to send updates, newsletters, and other relevant information about our hospice and events.
- **To Improve Our Website:** Usage data helps us understand user behaviour and enhance the website experience.

3. How We Protect Your Information

We implement appropriate technical and organizational measures to safeguard your personal information from unauthorized access, disclosure, alteration, or destruction. However, no data transmission over the internet or electronic storage is completely secure, so we cannot guarantee absolute security.

4. Sharing Your Information

- **With Service Providers:** We may share your information with third-party service providers who assist us in operating our website, processing donations, or managing communications. These providers are bound by confidentiality agreements and are not permitted to use your information for

any other purpose.

- **Legal Requirements:** We may disclose your information if required to do so by law or in response to legal processes.

5. Your Rights

- **Access and Correction:** You have the right to access and update your personal information. To do so, please contact us at [Contact Information].
- **Opt-Out:** You can opt out of receiving marketing communications from us by following the unsubscribe instructions in our emails or contacting us directly.

6. Cookies

Our website uses cookies to enhance your browsing experience. Cookies are small data files stored on your device that help us remember your preferences and understand how you use our site. You can control cookie settings through your browser.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. Please review their privacy policies before providing any personal information.

8. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page with an updated effective date.

9. Contact Us


If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Rosehaven Hospice Ltd

P | 03 5775 3161

E | manager@rosehaven.org.au

Thank you for trusting Rosehaven with your information. Your privacy is important to us.

 03 5775 3161

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