



SUSTAIN PROJECTS - MYANMAR INC. INC

POLICY ON OPEN INFORMATION

Policy Number: 4	Update approved by Board: Apr 2019
Originally Adopted: 15/12/2010	Scheduled Review: Apr 2021
Version: 5	

4.1 Transparency 2

4.2 Communicatios with the General Public2

4.3 Annual Report 2

4.4 Fundraising and Appeals 3

4.5 Policy on Accepting Donations 4

4.6 Policy on Media 4

4.7 Policy on Use of Images..... 4

4.8 Policy on Privacy..... 5

4.9 Policy on Donor Rights 5

Appendix A Privacy Statement..... 7

Appendix B ACFID Fundraising Charter9

4.1 Transparency

A core value of SUSTAIN Projects - Myanmar Inc. is that we are accountable to all our stakeholders. This includes our beneficiaries, partner organisations, the general public, our staff, volunteers, supporters, donors and suppliers.

What information we publish and how we respond to requests for information are important aspects of accountability. We will proactively publish information, and on request will disclose information, or give reasons for any decision not to disclose. **The most frequent reasons are:**

Security - The safety of our staff and local partners is a primary concern. We will not disclose information where we consider it could jeopardise our ability to operate or the safety of our staff and that of our partners.

Privacy - Some information is by its nature private to the individuals concerned.

Confidential information - Information may be confidential because of legal, commercial or contractual reasons, or because its premature disclosure would jeopardise action that SUSTAIN Projects - Myanmar Inc. is planning to take.

Internal planning, drafts and trivial or ephemeral information - We will generally not disclose internal working papers that address future plans, or drafts of work, or information which we consider is of ephemeral interest such that the work involved in disclosure is in our view disproportionate.

Feedback from all of our stakeholders is valued. Our project design will encourage and give opportunity for positive feedback, suggestions and complaints from beneficiaries. Our website and social media platforms will allow opportunity for supporters and other stakeholders to also ask questions, give feedback and share complaints (Policy 8). We will respond to any feedback in a timely and appropriate manner.

4.2 Communication with the General Public

In all communications with donors and the wider public through print, video tape, television, radio, cassette, internet or spoken word, SUSTAIN Projects - Myanmar Inc. agrees to give due respect to the dignity, values, history, religion and culture of the people with whom it works, consistent with principles of basic human rights.

SUSTAIN Projects - Myanmar Inc. will not denigrate other agencies or organisations by making false statements about them.

Generally, fundraising text will be read / discussed with the National Director or President before going to print.

4.3 Annual Report

An annual report will be prepared within 5 months of the conclusion of the financial reporting period. As the organisation's financial year ends in December, this means it will be pre-pared by May of the following year for the previous year. The report will

contain:

- A statement of the organisation's goals or purposes.
- A summary of overall program activities by country or region.
- Names and qualifications of the Committee of Management as well as those who served at any time during the period being reported on.
- Review and approval of the financial statements by the Committee of Management
- An audit opinion on the financial reports, clearly identifying the auditor.
- Comparative figures for the previous reporting period.
- A declaration by the Governing Body stating that the financial statements are in accordance with relevant legislation, accounting standards, provide a true and fair view of their financial position and performance, and that the organization can pay its debts as and when they become due (for Members that are companies or trustee companies only)
- A note stating that the financial statements comply with the presentation and disclosure requirements of the ACFID Code of Conduct

If consolidated entity international aid and development revenue is below \$250,000 the financial statements must include an income statement in ACFIDs Option 1 format. If consolidated entity international aid and development revenue is above \$250,000 the financial statements must include an income statement in ACFIDs option 2 format; a balance sheet based on Australian Accounting Standard AASB 101, presentation of financial statements; a statement of changes in equity (for members that are companies or trustee companies only)

The report will be published on the organisation's website and made available in hard copy upon request.

The report will be submitted to the ACFID Code of Conduct Committee.

4.4 Fundraising and Appeals

Fundraising appeals will:

- Accurately identify the organisation's name, Australian Business Number, address and purpose/primary function.
- Clearly state why the donations are being collected and what they will be used for.
- Not exaggerate or mislead what a donors' response will achieve or the extent of the need.
- Accurately portray intended recipients, their situations and the potential solutions.
- Not leave potential donors feeling that their failure to respond to the solicitation will have greater consequences than the reality of the situation.

In all fundraising material there will be clear communication regarding the tax deductibility of donations.

Compliance with the ACFID Fundraising Charter (see appendix) will be reported annually to the Committee of Management.

4.4.1 Policy on Fundraising Contracts and Agreements Moved from Policy 5

The policy of SUSTAIN Projects - Myanmar Inc. with regard to making contracts and agreements with professional fundraisers to raise funds on behalf of the organisation is that these agreements and contracts are to be in writing and at all times SUSTAIN Projects - Myanmar Inc. will remain accountable for all its fund-raising activities.

SUSTAIN Projects - Myanmar Inc. complies with all State and Federal laws on fundraising and on Australian Taxation Office rulings and regulations.

4.5 Policy on Accepting or Rejecting Donations (From Fundraising Institute of Australia)

SUSTAIN Projects - Myanmar Inc. may accept a donation for a specific activity provided that the activity is;

- a) Directly related to a project that the Committee of Management has agreed to support

SUSTAIN Projects - Myanmar Inc. may choose not to accept a donation where:

- a) The donation is to an activity that the Committee of Management has not agreed to support
- b) The activities of the Donor are incompatible with the objects or values of SUSTAIN Projects - Myanmar Inc. and/or carries clearly unacceptable reputational or financial risk
- c) The cost of accepting the donation will be greater than the value of the donation. This includes but is not limited to such issues such as land or property that has known environmental issues or is contaminated with industrial waste or is subject to an order for cleaning or restoration.
- d) They have a reasonable belief that the Donor is in vulnerable circumstances or lacks the capacity to make a decision to donate

4.6 Policy on Media

On issues of national concern, policy or national operations, the media should be directed to speak to the National Director, or in his/her absence the President (or his/her delegate).

With regard to interviews granted to the media on any particular aspect of the operations or policy it is preferable that a list of questions be submitted first which can then be answered in writing. In case this is not possible a tape recording should be maintained of the interview for future purposes.

At all times the mission and core values of the organisation should be clearly communicated.

4.7 Policy on Use of Images

All images used by SUSTAIN Projects - Myanmar Inc. will:

- Present the subject of the image in a dignified manner.
- Be obtained with the informed consent of the subject.
- Not endanger the subject in any way.

Origins of all images should be known and the necessary copyright releases be held on file.

4.8 Policy on Privacy

SUSTAIN Projects - Myanmar Inc. collects and uses information that is often private in nature.

Under this policy SUSTAIN Projects - Myanmar Inc. commits to the following in respect to its holding of personal information about its donors, or people who have contacted the organisation.

SUSTAIN Projects - Myanmar Inc. will:

- Make its contact details readily available so that people who have privacy concerns will be able to make easy contact with its office.
- Promptly remove the name of any individual from its databases and mailing lists upon that person making such a request in writing and that request being received by the relevant office.
- Take all reasonable steps to ensure that information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment.
- Train and encourage all staff who are handling personal donor/client information to do so in a respectful and confidential manner.
- Not make its mailing lists or any part thereof available to any third party for their use.

In keeping with this commitment the Committee of Management has authorised a Privacy statement that is to be placed on our website (see Appendix A).

4.9 Policy on Donor Rights

SUSTAIN Projects - Myanmar Inc. values the support of its donors and considers it of great importance that the rights of donors are respected.

SUSTAIN Projects - Myanmar Inc. will honour the following:

- Donors may have their names deleted from the mailing list whenever they request.
- It is not the policy of SUSTAIN Projects - Myanmar Inc. to share mailing lists.
- If collectors are used by SUSTAIN Projects - Myanmar Inc., potential donors will be advised as to whether the collectors are volunteers, paid staff or agents.
- Collectors will be clearly identified confirming they are bona fides of SUSTAIN

Projects - Myanmar Inc. Inc.

- SUSTAIN Projects - Myanmar Inc. newsletters and other fund raising leaflets will outline the causes for which funds are being raised so donors are informed.
- Appeal letters and reply slips will differentiate between evangelism and development activities.
- Donors are informed about the application of their donation through receipt, designations, newsletters and personal contact.
- Donations are used as requested by the donor.
- In the event of oversubscription to an appeal SUSTAIN Projects - Myanmar Inc. will reallocate the surplus to another similar project.
- A copy of the SUSTAIN Projects - Myanmar Inc. Annual Report including the financial statements will be made available on the web and to any donor who requests a copy.
- The privacy of donor information is respected at all times in accordance with the privacy policy.

Appendix A

Privacy Statement

The purpose of this statement is to let you know about the information collection procedures of SUSTAIN Projects - Myanmar Inc.. It lists what information is collected, how it is used, who it is used by, to whom it is disclosed and how to have incorrect information amended or deleted. All personal information is kept strictly confidential. This statement has been prepared in accordance with the Australian Privacy Amendment (Private Sector) Act 2000.

Our Commitment to Protecting Your Privacy Rights

SUSTAIN Projects - Myanmar Inc. is strongly committed to protecting your privacy rights. Any information that is provided to our organisation is only used for the purposes for which you provided it. We do not release our contact lists containing personal information.

Our Commitment to Data Security

SUSTAIN Projects - Myanmar Inc. will take all reasonable steps to ensure that information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment. We cannot however, guarantee the security of any data you transmit to us over the internet. These activities are conducted at your own risk. Because of this risk we provide a range of options for information collection and contacting us - for example email, internet, mailing address and a telephone/fax.

What Information Do We Collect?

Primarily we collect information about our members, donors or potential donors, (both private and corporate) and about other organisations working in the similar fields to ourselves. The information we hold includes, contact information (name, address, e-mail) professional details of people who have affiliation with SUSTAIN Projects - Myanmar Inc., credit card numbers / bank details statistical internet site information (anonymous).

Personal information is only collected on the request of an individual. All information identified as personal is treated as confidential.

How We Use The Information?

We collect information in order to:

- Process accounts and provide receipts; process training/conference details; recruit and process outreach teams.
- Disseminate information to other SUSTAIN Projects - Myanmar Inc. locations and relevant projects with whom we are associated.
- Maintain accurate details of organisational history ; keep members, donors and associated bodies informed of our work; and keep accurate member records / details for directory listing.

Your Rights

All persons or organisations for whom we have details recorded have the right to ask for a copy

of these details at any time. Persons also have the right to update and/or alter their details at any time. Personal information collected will not be disclosed, nor details altered until your identity has been confirmed. SUSTAIN Projects - Myanmar Inc. will make every reasonable effort to ensure that children's privacy and other rights are respected and not compromised. It is however, ultimately the responsibility of parents to monitor their children's internet usage. Should you have any issues in relation to SUSTAIN Projects - Myanmar Inc. and your privacy, you can raise this with our Privacy Officer who will address your concerns promptly and advise you of your rights.

SUSTAIN Projects - Myanmar Inc. Website

This privacy statement applies to the site known as www.sustainmyanmar.org and the older site known as www.partners.org.au

Website User Information Collected

Website hosted by Squarespace makes a record of your visit and logs the following information:
- The pages accessed. - The type of browser used. - Operating system.

Cookies are used on the SUSTAIN Projects - Myanmar Inc. website (a cookie is a piece of data stored on the user's computer tied to information about the user). If a visitor makes a donation, or subscribes to the newsletter then they will also likely receive a cookie from those third party providers.

Links to Other Internet Sites

Our website does contain links to other sites. Other sites may also have links to our site. Please note that SUSTAIN Projects - Myanmar Inc.. cannot take responsibility for the content, privacy practices or business practices at these external sites.

Maintaining Your Information/Questions About Privacy

To access, change your details or for further information about the privacy statement:

Attention: Privacy Officer
Phone: (0423721153
Mail: Privacy Officer
PO Box 102 Woy Woy NSW 2256
Email: info@sustainmyanmar.org

You can also obtain further information from the Privacy Commissioner's website www.privacy.gov.au or through direct contact.

Complaints

To register an issue in relation to the way that SUSTAIN Projects - Myanmar Inc. has dealt with your privacy please contact our Privacy Officer, or the Privacy Commissioner (in your State).

Appendix B

The ACFID Fundraising Charter

The ACFID Fundraising Charter requires that Members will have processes and procedures in place to ensure that:

- Decisions to accept or reject donations support the purpose of the organisation.
- Legislative requirements for fundraising are met.
- The privacy of Donors, consistent with the Privacy Act, are met.
- Free, prior and informed consent is obtained for all images and stories.

All fundraising materials will be truthful and:

- Include the organisation's identity including name, address, ABN and purpose.
- Accurately represent the context, situation, proposed solutions and intended meaning of information provided by affected people.
- Clearly state if there is a specific purpose of each donation.
- Avoid material omissions, exaggerations, misleading visual portrayals and overstating the need or what the donor's response may achieve.

If outsourcing fundraising activities, Members will ensure that:

- Contracts are in place which meet all relevant legislative and regulatory requirements.
- Specific expectations, responsibilities and obligations of each party are clear and in writing.
- Members are identified as the beneficiaries of the funds.
- Contractors are clearly identified.

Images and messages used for fundraising will not:

- Be untruthful, exaggerated or misleading (e.g. not doctored, created as fiction or misrepresenting the country, etc.).
- Be used if they may endanger the people they are portraying.
- Be used without the free, prior and informed consent of the person/s portrayed, including children, their parents or guardians.
- Present people in a dehumanised manner.
- Infringe child protection policies and in particular show children in a naked and/or sexualised manner.
- Feature dead bodies or dying people.