

Privacy Policy

WHO WE ARE

Ecopay Pty Ltd ABN 62 685 843 725 (**EcoPay**) carries on the payment processing business, EcoPay, in association with Southern Payment Systems Pty Ltd ABN 46 154 451 582 (**SPS**).

EcoPay has contracted with SPS to provide certain IT infrastructure which is required to deliver its payment processing services. By selecting EcoPay to process your payment at the point of purchase, you consent to your personal information being disclosed to SPS for the purpose of providing the EcoPay services.

Any references to 'we', 'our' or 'us' in this Privacy Policy are references to EcoPay and/or SPS (as applicable).

EcoPay operates the domain at: <www.ecopay.org> (**Website**) as well as the payment processing portals which are accessible via the point of sale of third party merchants (**Merchant POS**) from which you purchase products and/or services (**Payment Portal**).

By selecting EcoPay to process your payment at a Merchant POS, accessing the Website, or otherwise engaging with EcoPay, you are deemed to have read and accepted the terms of:

- this Privacy Policy; and
- the [SPS Privacy Policy](#).

IF YOU DO NOT WISH FOR YOUR PERSONAL INFORMATION TO BE COLLECTED, USED AND/OR DISCLOSED AS SET OUT IN THIS PRIVACY POLICY OR THE SPS PRIVACY POLICY, PLEASE EXIT THE WEBSITE AND/OR PAYMENT PORTAL.

PRIVACY COMMITMENT

We take the management of personal information seriously and recognise the importance of protecting the privacy of our customers and third parties who provide their personal information to us. This Privacy Policy sets out how we will collect, store, use and otherwise manage your personal information.

You agree to the terms of this Privacy Policy and consent to the collection, use and disclosure of your personal information as set out below when you access or use the Website and/or Payment Portal, access our products and/or services, enquire about our business (including in respect of charitable donations), interact with us on social media, or otherwise contact or interact with our business.

We may amend this Privacy Policy at any time by posting amended terms to the Website and Payment Portal.

This Privacy Policy is consistent with, and aims to give effect to, the Australian Privacy Principles under the *Privacy Act 1988* (Cth), but we are not formally bound to comply with that legislation.

Collection of personal information

We collect information such as your full name, email address, phone number, residential address, and any other personal information you voluntarily provide when communicating with us. We collect this information when you seek to access our products and/or services or otherwise deal with our business, including by:

- selecting “EcoPay” as your payment processing method at a Merchant POS;
- contacting us via the “Contact Us” form on the Website;
- requesting information via any of the Website;
- interacting with us via our social media channels;
- attending an interview or applying (or expressing an interest to apply) for a job with us; and/or
- in any other situation where you are requesting our products and/or services be provided to you or where the collection of personal information is reasonably necessary for us to provide, or take steps to provide, our products and/or services and otherwise operate our enterprise in a business-like way.

Use of personal information

If you supply your personal information to us, we will store and use that information as necessary to promote or sell our products and services and otherwise to fulfil any legal obligations that we have, including:

- to provide you with products and/or services that you have requested from us;
- to communicate with you regarding the donation(s) made to your nominated charity or charities, including by sending you a Donation Confirmation Email;
- to inform you of products and services, special offers and events which might interest you;
- to tailor how we provide or market our products and services to you, based on your transaction history, shopping preferences and personal information you have provided us;
- to send you transaction and donation confirmations, reminders and requests to provide feedback;
- to answer your questions and provide you with information or advice;
- to interact with you via social media and digital marketing channels;
- to carry out quality control and research (including via customer satisfaction surveys), analysis and tracking to improve the way EcoPay provides products and services to you;
- to consider and respond to feedback from you; and/or
- to comply with laws and regulations and to comply with any directions given by regulators or authorities.

Disclosure of personal information

We are required to disclose your personal information to SPS for the purpose of providing the EcoPay service. We may also disclose your personal information in the following circumstances:

- as necessary to sell our products and/or provide our services;
- to our employees and third party contractors we engage to provide the services;
- to fulfil any legal obligations that we have for disclosure; and/or

- for other secondary purposes you might reasonably expect us to use your personal information for in connection with the primary purposes listed above.

We may share information, which was originally personal information which we collected from you, in a depersonalised or aggregated form, which cannot be used to identify you personally.

Except as set out in this Privacy Policy, we do not sell, disclose or transfer personal information to any third parties other than related organisations.

Use or disclosure of personal information overseas

We do not disclose personal information to third parties situated overseas. However, your personal information may be stored on digital cloud storage or web hosting servers provided by third party service providers.

As these third party service providers operate globally, we cannot say with certainty where their servers are located or the countries out of which they operate at any given time. Further, these locations may be subject to change without notice to us.

By supplying your personal information to us, you consent to us storing your personal information on digital cloud storage or web hosting servers located anywhere in the world.

Direct marketing communications

We may send you marketing and promotional communications to notify you of products and/or services we think you might be interested in (including those promoted on any one or more of our Website) or to otherwise keep you updated on matters related to our business.

If you do not wish to receive direct marketing communications from us, you may opt out at any time by clicking the link for opting out in any of our promotional communications sent to you via email, or by contacting us directly at: support@ecopay.org.

Payment security

Credit card and debit card details are not stored in our systems in accordance with the highest of PCI-DSS standards. We never share credit or debit card information with third parties, except with our financial institution for the purpose of processing financial transactions or as required by law.

Use of cookies and related technology

When you visit the Website, we may collect information about your computer, page visits, the links you click and other actions you take on the Website using cookies, pixels, web beacons and other similar technology.

We collect this information to improve the operation of the Website, direct you to the most appropriate content and to remember your preferences for the next time you access the Website. You are able to opt-out of cookie technology through changing the settings on your browser. However, this may affect your experience of the Website.

Social media

You may provide personal information to us via our social media sites or applications. If you connect your account(s) with our social media sites or applications, this may give us automatic access to certain personal information (including contact details) and other information including what content has been viewed or liked by you and information about the advertisements you have been shown or may have clicked on. Where this information is received by us, we may use this information to further personalise your experience with our business.

Data retention and security

Any personal information we receive from you in electronic format is securely stored with data security measures in place to protect that information from unauthorised disclosure. However, as data security measures can never be guaranteed, there are inherent risks with transmitting any personal information over the internet.

Where we receive your personal information on any physical documents, those documents are kept securely in our offices.

If you suspect any misuse, loss or unauthorised access, modification or disclosure of your personal information provided to us, please contact us immediately.

We may retain your personal information for as long as necessary to provide our products and/or services, provide you with promotional communications (which you can elect to opt-out of) or for the purpose of keeping a history of your communications and interactions with us.

We may retain information in a depersonalised or aggregated form in a way that does not identify you personally.

How to contact us

If you have any questions or queries regarding the management of your personal information, please contact us by email at: support@ecopay.org. You may request a copy of any of your personal information that we hold. We reserve the right to charge for reasonable expenses that we may incur in preparing and sending you a copy of your personal information which you have requested. You may also request a correction(s) to any of your personal information that we hold.

If you have a complaint or a privacy-related concern, please contact us using the method set out above. We will discuss the matter with you with a view to resolving your concerns.

For further information on Australian privacy laws, please refer to the Office of Australian Information Commissioner (OAIC): [Home - Home \(oaic.gov.au\)](http://www.oaic.gov.au).

Last updated: April 2025