

Darling Range Wildlife Shelter

Privacy Policy

Policy Number: DRWS-POL-PP01

Version: 1.0

Approved by Committee: 07/03/2026

Responsible Person: Chairperson

Next Review Date: 01/04/2028

1. Our Commitment to Privacy

Darling Range Wildlife Shelter (DRWS, we, us, our) respects your privacy.

We are a volunteer-powered wildlife rescue and rehabilitation charity based in Martin, Western Australia. We understand that the personal information you share with us is important.

We are committed to handling your information carefully, respectfully and in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

We only collect what we genuinely need to support our work rescuing wildlife and promoting biodiversity.

2. Who This Policy Applies To

This Policy applies to people who interact with DRWS, including:

- Volunteers and volunteer applicants
- Donors and supporters
- Wildlife rescuers and members of the public reporting wildlife
- Event participants
- Contractors and service providers
- Website users
- Staff and committee members

3. The Information We Collect

The type of information we collect depends on how you engage with us.

3.1 Personal Information

This may include:

- Your name
- Address
- Email address
- Phone number
- Emergency contact details (for volunteers)
- Bank or payment details (for donations or reimbursements)
- Information included in volunteer applications
- Information provided when reporting injured wildlife
- Records of communication with us

3.2 Sensitive Information

In limited circumstances, we may collect Sensitive Information, for example:

- Relevant health information from volunteers where required for safety
- Accessibility requirements
- Police clearance or Working With Children Check details where applicable

We only collect Sensitive Information where it is reasonably necessary and with your consent.

3.3 Website Data

When you visit our website, we may collect:

- Your IP address
- Pages visited
- Referring website
- Device type

This information is used to improve our website and services. It does not usually identify you personally.

4. How We Collect Information

We collect personal information in a number of ways, including:

- Volunteer application forms
- Donation forms and payment platforms
- Email or phone contact
- Wildlife rescue call reports
- Event registrations
- Social media interactions
- Website contact forms
- Direct conversations

Where possible, we collect information directly from you.

Occasionally, information may be provided to us by a third party, for example another wildlife organisation transferring an animal into our care.

5. Why We Collect Your Information

We collect personal information so we can:

- Respond to wildlife rescue requests
- Provide care and rehabilitation for wildlife
- Process donations and issue receipts
- Manage and support volunteers
- Communicate updates about our work
- Organise events and training
- Meet insurance and safety requirements
- Comply with legal and regulatory obligations
- Improve our services

We do not sell or trade personal information.

6. Direct Communications

If you provide your contact details, we may send you:

- Updates about wildlife outcomes
- Newsletters
- Event invitations
- Appeals for support

You can unsubscribe from communications at any time by contacting us or using the unsubscribe link provided.

7. How We Store and Protect Information

DRWS takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Information may be stored:

- In secure cloud-based systems
- In password-protected databases
- On authorised devices
- In locked filing systems at our facility

Access to personal information is limited to authorised committee members, staff and relevant volunteers who require it to carry out their roles.

When personal information is no longer required, we take reasonable steps to destroy or de-identify it, unless we are required to retain it by law.

8. Responsible Use of Artificial Intelligence (AI)

DRWS uses artificial intelligence (AI) tools to support communication, administration and education activities.

We recognise the importance of protecting personal and organisational information when using these tools.

DRWS does not input personal or sensitive information into AI platforms. This includes:

- Volunteer records
- Donor or supporter information
- Wildlife rescue or case details that could identify individuals
- Financial or confidential organisational information

We do not use AI tools that are connected to, or integrated with, our internal systems. There are no connectors or automated links between AI platforms and DRWS databases, files or records.

All AI tools used by DRWS are paid versions. This allows us greater control over privacy settings, data handling and security features.

AI-generated content is always reviewed by a person before it is used or shared.

Our use of AI is guided by our commitment to:

- Protect privacy
- Maintain accuracy and integrity
- Support, not replace, human judgement

9. Disclosure of Information

We may disclose personal information where reasonably necessary to:

- Veterinary professionals involved in treatment
- Partner wildlife organisations
- Government agencies where required by law
- Insurers
- Payment processing providers
- IT and service providers supporting our operations

We only share what is necessary for the relevant purpose.

We do not disclose personal information overseas unless required through secure third-party platforms that may store data internationally. Where this occurs, we take reasonable steps to ensure privacy protections are in place.

10. Photographs and Media

DRWS often photographs wildlife, volunteers and events to share our work with the community.

We seek consent before using identifiable images of individuals.

You may withdraw consent at any time by contacting us.

Wildlife images may be shared publicly for educational and fundraising purposes.

11. Accessing or Correcting Your Information

You have the right to:

- Request access to personal information we hold about you
- Request correction if the information is inaccurate or outdated

To make a request, please contact us using the details below.

We will respond within a reasonable timeframe.

In some circumstances, access may be limited where permitted by law.

12. Complaints

If you believe your privacy has been breached, please contact us in writing.

We will:

- Acknowledge your complaint
- Investigate the matter
- Respond within a reasonable timeframe

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

13. Cookies

Our website may use cookies to improve your browsing experience.

Cookies help us understand how our website is used. They do not usually identify you personally.

You can adjust your browser settings to disable cookies if you prefer.

14. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in legislation or our operations.

The most current version will always be available on our website.

15. Contact Us

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