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Where not-for-profits go for help

Our Community Pty Ltd

(ABN 24 094 608 705)

Third-Party Service Providers

Our Community Pty Ltd (ABN 24 094 608 705)

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Accessibility:

If you need this document in an alternative accessible format, please contact service@ourcommunity.com.au

This policy applies to:

All enterprises and online services operated by Our Community Pty Ltd, excluding Our Community International.

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About this document

To help Our Community provide, maintain, protect and improve our services, we share information with third-party service providers in accordance with our Privacy Policy.

In this document you can find information on the service providers we currently work with, including:

- The service they provide;
- Relevant data we disclose to them;
- The countries in which they process the data (as specified by the provider); and
- Links to their respective privacy policies.

1 Online Services

These third-party service providers are used by our websites and applications including OurCommunity.com.au, CommunitiesInControl.com.au (CIC), FundingCentre.com.au, GiveNow.com.au, CommunityDirectors.com.au (ICDA), SmartyGrants.com.au and SmartyFile.com.au. This includes any analytics/marketing tools included on our sites.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
AC3	Managed service provider (MSP) for provisioning Amazon AWS environments and providing technical support	Data is not received or held by AC3 however AC3 engineers may access data stored in Amazon AWS for support purposes at our request.	<u>Processing region:</u> Australia <u>Address (HQ):</u> Level 7, 477 Pitt Street, Haymarket NSW 2000, Australia	See AC3's Privacy Policy and Who we are
Amazon Web Services (AWS)	Cloud hosting (data centres) providing processing and storage for application databases, file systems and logs. Various other services, e.g. email service, location services (address auto-complete, geocoding and maps).	Name, email address, any personal information entered or uploaded into our applications (e.g. Funding Centre, GiveNow SmartyGrants or SmartyFile).	<u>Processing region:</u> Australia <u>Address (AU HQ):</u> Level 37, 2 Park Street, Sydney NSW 2000, Australia	The AWS website provides data privacy resources on its Australia Data Privacy page
AWS CloudFront	Distributes content through AWS edge locations and provides protection against network-based attacks through integration with AWS security services. Note: Certain AWS networking and security services (e.g. CloudFront, IAM) are global or multi-region and not limited to a specific region.	Device information, network information, location (derived from network information).	<u>Processing region:</u> Australia/ local region (depending on where user is accessing services from). Logs in Australia. <u>Address (AU HQ):</u> Level 37, 2 Park Street, Sydney NSW 2000, Australia	The AWS website provides data privacy resources on its Australia Data Privacy page
DataDog	An application and service monitoring tool that provides us with real-time information about the security and performance of our online services.	Device information, network information, location, log files (15 months).	<u>Processing region:</u> Australia Level 3, Tower 3, International Towers 300 Barangaroo Avenue, Barangaroo Sydney, NSW 2000 Australia	See DataDog's Data Privacy Policy

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Epignosis (TalentLMS)	A learning management system used for online training.	Name, email address, postal address, organisation name.	<u>Processing region:</u> USA, UK <u>Address (HQ):</u> Level 9, 315 Montgomery Street, San Francisco, California CA 94104 USA	See Talent LMS's Privacy Policy
Google (Analytics and Global Site Tag)	A tool that uses cookies to collect and report on website traffic and navigation data and send it to Google Ads, Campaign Manager, Display & Video 360, Search Ads 360, and Google Analytics	<u>Analytics:</u> Device information, network information, location (derived from network information), usage and referral data <u>Global Site Tag:</u> Age, gender, interests, language, device information, network information, location (derived from network information), usage and referral data	<u>Processing region:</u> USA, other unspecified countries <u>Address (HQ):</u> 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA	The Google Analytics ' Safeguarding Your Data ' page contains information about how Google collects and uses information from websites / apps that are using Google Analytics. Google also has a Privacy Policy .
	You can opt out of Google Analytics by installing Google's opt-out browser add-on ¹ , and opt out of interest-based Google ads using Google's Ads Settings ² .			
Google (ReCaptcha)	Used to verify that visitors to our websites are human.	Network information, location (derived from network information).	<u>Processing region:</u> Refer to Google's data centre locations <u>Address:</u> 48 Pirrama Road, Sydney, NSW 2009, Australia	See Google's Privacy Policy
HelloBar	Collects information for marketing purposes, to direct web traffic and to display website banners.	Device information, network information, location (derived from network information).	<u>Processing region:</u> USA <u>Address:</u> 450 B Street #775, San Diego, CA 92101, USA	See HelloBar's Privacy Policy
Issuu	Provision of software to provide interactive digital content (e.g. booklets, brochures) for publication on our websites.	Device information, network information, location (derived from network information).	<u>Processing region:</u> USA <u>Address (HQ):</u> 131 Lytton Ave, Palo Alto, CA 94301	See Issuu's Privacy Policy .
Meta Pixel	Used to create a Custom Audience for marketing purposes.	Network information, location (derived from network information), usage and referral data.	<u>Processing region:</u> USA, other unspecified regions <u>Address:</u> 1 Hacker Way, Menlo Park, CA 94025, USA	See Meta's Data Policy , Customer List Custom Audience Terms and Data Processing Terms

¹ <https://tools.google.com/dlpage/gaoptout>

² <https://www.google.com/settings/u/0/ads/authenticated>

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
	You can control how Meta uses this information by managing your ad preferences ³ . There are browser plugins available to prevent Pixel sending information to Meta.			
New Relic	An application and service monitoring tool that provides us with real-time information about the health and performance of our online services.	Device information, network information, location (derived from network information), log files (up to 30 days).	<u>Processing region</u> : Australia, USA, other unspecified regions <u>Address (HQ)</u> : 88 Spear Street, Suite 1200, San Francisco, CA 94105, USA	See New Relic's Data Privacy Notice and Data Processing Addendum
Pixel & Tonic (Craft CMS)	Software for managing website content.	None	<u>Processing region</u> : Not applicable <u>Address (HQ)</u> : 320 SW Century Drive, Suite 405 #136, Bend, OR 97702, USA.	See Pixel & Tonic's legal centre.
	Craft is self-hosted on our cloud infrastructure – refer to Amazon Web Services (AWS). No data is disclosed to Pixel & Tonic. We have listed Pixel & Tonic in our Third-Party Service Provider list, because a security vulnerability introduced into the Craft user interfaces could potentially be exploited to gain unauthorised access to data captured in forms on our website.			
SecurePay	Process payment and refunds.	Name, card details.	<u>Processing region</u> : Australia, India, other unspecified regions <u>Address (mailing)</u> : Australia Post Group, GPO Box 1777, Melbourne Vic 3000, Australia	See clause 22 (Privacy) of SecurePay's Terms of Service
Verbb (Formie)	Craft plugin for collecting data via forms.	If you fill out any forms on the website: name, email, country, any information included in a form.	<u>Processing region</u> : Australia <u>Address (HQ)</u> : 552 Victoria St, North Melbourne 3051.	
	Formie is self-hosted on our cloud infrastructure – refer to Amazon Web Services (AWS). No data is disclosed to Verbb. We have listed Verbb in our Third-Party Service Provider list, because a security vulnerability introduced into Formie could potentially be exploited to gain unauthorised access to data captured in forms on our website.			

³ <https://www.facebook.com/help/562973647153813>

2 Operations

These third-party service providers are used to support Our Community services and operations across all our enterprises, such as for sales and marketing, research, customer service, managing training and events, communications and document management.

We use various conference venues for in-person events. Depending on the nature of the event, we may disclose delegate details such as name, address, phone number, email address, organisation name, job title, dietary and access requirements.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Airwallex	Online banking provider used for processing supplier payments and international transfers	Name, email address, organisation name, organisation address, organisation bank account.	<u>Processing region:</u> Undisclosed <u>Address (AU):</u> Level 7, 15 William Street, Melbourne, VIC 3000, Australia	See Airwallex's Privacy Policy
Atlassian (Jira Software / Jira Service Management)	Delivery and support tools for capturing and managing changes (e.g. new features, improvements, bugs or incidents).	Name, email address, organisation name, ABN, job title, any information provided to us when raising an enquiry or incident.	<u>Processing region:</u> USA, European Union, Singapore, Australia <u>Address (HQ):</u> Level 6, 341 George Street, Sydney, NSW, 2000, Australia	See Atlassian's Privacy Policy
Calendly	Provision of meeting scheduling service.	Name, email address, phone number, meeting subject, calendar status information, device information, network information, location (derived from network information).	<u>Processing region:</u> USA <u>Address (HQ):</u> 271 17 th St NW, Atlanta, GA 30363, USA	See Calendly's Privacy Policy Notice
Campaign Monitor	Management of mailing lists and email correspondence, for information, marketing and support.	Name, email address, organisation name, device information, network information, location (derived from network information).	<u>Processing region:</u> Australia, USA, other unspecified regions <u>Address (mailing):</u> 9 Lea Ave, Nashville, TN 37206, USA	See section 3 of Campaign Monitor's Privacy Notice, ' Campaign Monitor Users' subscribers (Generally Email Recipients)
Huntress	SIEM (Security Information and Event Management) solution for corporate network, servers and endpoints.	Security log and event data from our network, servers and endpoints, including Windows Event Logs, syslog, network configuration (e.g. IP address, MAC address, hostname), and user and program activity. Account details: name, email address, phone number.	<u>Processing region:</u> USA (data held in US-based data centres on AWS)	See Huntress Privacy Policy and Data Processing Addendum

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Huntsman	Essential 8 auditing solution for corporate network, servers and endpoints.	None	<u>Processing region: Australia - On premises – Our Community House, 552 Victoria Street, North Melbourne</u> <u>Address (HQ): Level 2, 11 Help Street, Chatswood, NSW 2067, Australia</u>	See Huntsman Security's Privacy Policy
LinkedIn Matched Audience	Used to create a Matched Audience for marketing purposes.	Email address.	<u>Processing region: USA, other unspecified regions</u> <u>Address: 1000 W. Maude Avenue, Sunnyvale, CA 94085, USA</u>	Refer to LinkedIn's Privacy Policy and LinkedIn's Help for further information and privacy tools.
Microsoft 365	Provision of apps and cloud services including email, calendars, files, forms and database storage.	Name, email address, network information, any information included in the content or attachments of an email, calendar booking or form fields. Information provided to us for training and events such as address, phone number, dietary and access requirements.	<u>Processing region: Australia, USA, other unspecified regions</u> <u>Address (HQ): One Microsoft Way, Redmond, WA 98052, USA</u>	See Microsoft 365's Privacy Statement and the Trust Centre
ReadyTech	Payroll and HR management.	Internal OC staff name, email address, phone number, DOB, TFN, superannuation details, banking details, wage details, payroll history, job title, work pattern, leave balance.	<u>Address (AU): Level 2, 77 King Street, Sydney, NSW, 2000</u>	Refer to: ReadyTech Privacy Policy » ReadyTech
Salesforce	We use Salesforce to manage information about prospects and customers.	Name, phone number, email address, job title and organisation name, any information provided to us during sales and account management processes.	<u>Processing region: Australia, USA, Japan, other unspecified regions</u> <u>Address (HQ): Level 12, Tower 3 Darling Park, 201 Sussex Street, Sydney NSW 2000, Australia</u>	Salesforce's Privacy page contains links to useful privacy resources

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Slack	A messaging platform that we use to communicate with internal team members.	Name, email address, any additional information associated with a service request or to investigate a product defect.	<u>Processing region:</u> Australia, USA <u>Address (HQ):</u> 500 Howard St, San Francisco, CA 94105, USA	See Slack's Privacy Policy
Stripe	Integrates with Xero to enable customers to pay invoices via credit card.	Name, email address, organisation name, credit card details.	<u>Processing region:</u> Australia, USA, other unspecified locations <u>Address (Australia):</u> Level 7, 222 Exhibition St, Melbourne VIC 3000 <u>Address (HQ):</u> 354 Oyster Point Boulevard, San Francisco, 94103, USA	See Stripe's Privacy Policy and Privacy Centre
SurveyMonkey	Used for surveys, to solicit input and collect feedback.	Name, phone number, email address, any information included in the survey you're filling out.	<u>Processing region:</u> Australia, USA, other unspecified locations <u>Address (HQ):</u> Momentive Inc., 1 Curiosity Way, San Mateo, California 94403 USA	See SurveyMonkey's Privacy Notice
Viatek	Managed service provider (MSP) for Microsoft 365 and endpoint management services	Data is not received or held by Viatek however Viatek engineers may access data stored in Microsoft 365 for support purposes at our request.	<u>Processing region:</u> Australia <u>Address (HQ):</u> Level 2/44 Gwynne St, Cremorne VIC 3121	See Viatek's Privacy Policy
X (Conversion Tracking and Custom Audience)	<u>Conversion Tracking:</u> Used to measure conversions or actions of users. <u>Custom Audience:</u> Used to create a Custom Audience for marketing purposes.	<u>Conversion Tracking:</u> Device information, network information, location (derived from network information), usage and referral data. <u>Custom Audience:</u> Email address.	<u>Processing region:</u> USA, Ireland, Germany, Israel, Cyprus, Japan <u>Address (HQ):</u> 1355 Market St #900, San Francisco, CA 94103, United States	See the X Privacy Policy .

Refer to the [X Master Services Agreement for Asia Pacific](#)⁴ which provides links to opt out of these services.

⁴ <https://legal.twitter.com/ads-terms/apac.html>

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Xero	Business/finance system used for invoices and payments to/from customers and suppliers.	Name, email address, organisation name, organisation bank account.	<u>Processing region:</u> New Zealand, USA, other unspecified regions <u>Address (HQ):</u> 19-23 Taranaki Street, Te Aro, Wellington 6011, New Zealand	See Xero's Privacy Notice
Zendesk	A customer service and knowledge base platform used to manage support requests (e.g. enquiries or incidents) and host documentation for users.	Name, email address, any information provided to us when raising an enquiry or incident.	<u>Processing region:</u> Australia (data may be temporarily processed outside this region then discarded) <u>Address (HQ):</u> 989 Market Street, San Francisco, CA 94103, USA	See Zendesk's Privacy Policy
Zoom	Provisioning of online meeting and webinar tool.	Name, email address, network information, video (if enabled), any information shared through screen share or text chat.	<u>Processing region:</u> Australia, USA, other unspecified locations <u>Address (HQ):</u> 55 Almaden Boulevard, Suite 600, San Jose, CA 95113, USA	See Zoom's Privacy Policy

3 Funding Centre

Refer to the third-party service providers listed in sections 1 and 2.

4 GiveNow

These third-party service providers are used by GiveNow.com.au in addition to the providers listed in sections 1 and 2.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Intuit (Mailchimp Transactional Email)	Mandrill is a paid Mailchimp add-on that allows you to send one-to-one transactional messages triggered by user actions, like requesting a password or placing an order.	Name, email address (up to 90 days), any information included in the content or attachments of the mailout (up to 30 days).	<u>Processing region:</u> USA <u>Address (mailing):</u> Intuit Mailchimp 405 N Angier Ave. NE, Atlanta, GA 30308 USA	See Intuit's Privacy Policy .
Merchant Warrior	Payment gateway used for transaction processing.	<u>Donors:</u> Name, address, card or bank account details, phone number, email address. <u>Organisations:</u> Name (primary contact), phone number, email, organisation name, ABN, postal/billing address, website, bank account details and bank signatory info.	<u>Processing region:</u> Australia <u>Address:</u> Level 8, 345 Ann Street, Brisbane, QLD 4000, Australia	See Merchant Warrior's Privacy Policy
Zoho	CRM and website forms	<u>Organisations:</u> Name (primary contact), phone number, email, organisation name	<u>Processing region:</u> Australia <u>Address (mailing):</u> Level 2, 80 King William Street, Adelaide, SA 5000	See Zoho's Privacy Policy

5 Institute of Community Directors Australia (ICDA, Community Directors)

Refer to the third-party service providers listed in sections 1 and 2.

6 Our Community House

These third-party service providers are used by Our Community House in addition to the providers listed in sections 1 and 2.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Greetly	Office visitor registration system and check-in application.	Name.	<u>Processing region:</u> USA, Europe <u>Address:</u> 1805 S. Bellaire St #501, Denver, CO 80222	See Greetly's Privacy Policy
Intuit (Mailchimp)	An email service used for sending and managing newsletters.	Name, email address, organisation name, device information, network information, location (derived from network information).	<u>Processing region:</u> USA <u>Address (mailing):</u> 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA	See Intuit's Privacy Policy
OfficeRnD	Coworking software used for managing memberships, booking facilities and communicating to tenants.	Name, email address, phone number and any personal information entered or uploaded into OfficeRnD.	<u>Processing region:</u> Europe, UK, other unspecified regions <u>Address:</u> 4 Crown Pl, London EC2A 4BT, UK	See OfficeRnD's Privacy Policy
Squarespace	A website design and hosting service used to display information about Our Community House, our services and members as well as capture enquiries.	Name, email address, phone number, any other information added to the enquiry form's free text field.	<u>Processing region:</u> USA <u>Address (HQ):</u> 8 Clarkson St, New York, NY 10014, USA	See Squarespace's Privacy Policy .

7 SmartyGrants (including SmartyFile)

These third-party service providers are used by SmartyGrants and SmartyFile in addition to the providers listed in sections 1 and 2.

A list of libraries/dependencies used in SmartyGrants and SmartyFile can be provided on request to service@smartygrants.com.au.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Appcues	Provisioning of a user engagement platform that provides context-sensitive notifications and assistance	Organisation name, account/user configuration settings, device information, network information, location (derived from network information)	<u>Processing region</u> : Australia, USA <u>Address (mailing)</u> : 177 Huntington Ave Ste 1703, PMB 94414, Boston, MA 02115, USA	See Appcues' Privacy Policy and list of Subservice Providers
Atlassian (Confluence and StatusPage)	<u>Confluence</u> : Content management for the Help Hub. <u>StatusPage</u> : Communicating the status of our online services (for example scheduled maintenance and outages).	<u>Confluence</u> : Device information, network information, location (derived from network information). <u>StatusPage</u> : Email address for users who opt in to receive email alerts from StatusPage.	<u>Processing region</u> : Australia, USA, Germany, Ireland, Singapore, other unspecified regions in which AWS hosts Confluence <u>Address (HQ)</u> : Level 6, 341 George Street, Sydney, NSW, 2000, Australia	See Atlassian's Privacy Policy
Google (Translate)	Translation of application submission responses, for rounds configured in languages other than English	Any information entered into an application form and translated.	<u>Processing region</u> : Refer to Google's data centre locations <u>Address</u> : 48 Pirrama Road, Sydney, NSW 2009, Australia	See Google's Privacy Policy
	Data sent through the Google Translate API is not stored or logged by default beyond the time necessary to perform the translation. Google does not use the text for improving Google's translation model.			
Intuit (Mailchimp Transactional Email)	An email service used for sending and managing mailouts.	Name, email address (up to 90 days), any information included in the content or attachments of the mailout (up to 30 days).	<u>Processing region</u> : USA <u>Address (mailing)</u> : 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA	See Intuit's Privacy Policy
Paldi Solutions	Map visualisation plug-in, used to render maps in SmartyGrants Analytics.	None	<u>Processing region</u> : Not applicable <u>Address (mailing)</u> : Tower 1, Matam Park, Andrei Sakharov 9 Street, Haifa, 3508409, Israel	See Paldi's Privacy Policy
	Paldi is self-hosted on our cloud infrastructure – refer to section 1 AC3 and Amazon Web Services (AWS). No data is disclosed to Paldi. We have listed Paldi in our Third-Party Service Provider list, because a security vulnerability introduced into the Paldi user interface could potentially be exploited to gain unauthorised access to SmartyGrants data.			

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Queue-It	Waiting room facility to manage short-term spikes in applicant traffic for high-volume rounds	Device information, network information, location (derived from network information).	<u>Processing region:</u> Japan (AWS) <u>Address (mailing):</u> Skelbækgade 4, 1. 1717 Copenhagen V Denmark.	See Queue-It's Privacy Policy
Sisense	Embedded analytics, used for data visualisation, reporting and insights. Sisense is self-hosted on our cloud infrastructure – refer to section 1 AC3 and Amazon Web Services (AWS). No data is disclosed to Sisense cloud. We have listed Sisense in our Third-Party Service Provider list, because a security vulnerability introduced into the Sisense user interface could potentially be exploited to gain unauthorised access to SmartyGrants data.	None	<u>Address (HQ):</u> 1359 Broadway, 4th Floor, New York, 10018, USA	See Sisense's security and trust centre
Twilio (Segment)	A tool that helps us capture information, and route it to other tools (such as Google Analytics). Used by the Manage Site only	Device information, network information, location (derived from network information), usage and referral data	<u>Processing region:</u> Australia, USA, other unspecified locations <u>Address (mailing):</u> 101 Spear St, FL 1, San Francisco, CA 94105, USA	See Segment's Privacy Policy