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Where not-for-profits go for help

What's changing in our Privacy Policy

We're updating our Privacy Policy, effective 2 July 2026. Here's a plain-English summary of what's changed and why. The updated Policy is available at <https://www.smartygrants.com/policies#privacy-policy>

1 Complying with Western Australia's new privacy law

From 1 July 2026, Western Australia's *Privacy and Responsible Information Sharing Act 2024* (WA) sets new requirements for how personal information is handled. We've updated our Policy to meet these requirements, including clearer commitments on response times, correction rights, and how we handle data breaches.

2 Stronger protections when your data goes overseas

Some of our service providers operate outside Australia and New Zealand. Our policy is now clear about the safeguards for these arrangements: we take active steps to check an overseas provider offers comparable privacy protections before we share your information with them, and we review our providers' privacy and security practices periodically. In the rare case we can't be confident of comparable protection, we'll tell you and ask for your specific consent before any transfer.

3 Clearer rules on analytics and consent

We use data to understand how our services are used and to improve them. We've made it explicit that this data science work uses de-identified data, not personal information, and we will never use your personal information for this purpose without your express consent.

4 New information about our use of AI

We've added a new section explaining how we use artificial intelligence and automation, both internally and in products like SmartyGrants and Funding Centre's Drafter tool. This covers:

- What counts as AI versus straightforward automation
- The safeguards we apply, including that we don't let AI providers use our data to train their models

- Your right to request human review of a decision that's significantly affected by an automated tool
- Our ethical review process (the Dignity Lens) for any new AI feature in SmartyGrants, and our alignment with the international standard for AI governance (ISO/IEC 38507)

A separate, more detailed SmartyGrants AI Transparency Statement is also being published alongside this update.

5 Independently certified security

SmartyGrants' information security management system is certified to ISO/IEC 27001:2022, the international standard for information security. This certification is independently audited. You can find more information on our security assurance page.

6 Faster, clearer response commitments

If you ask us to access or correct your personal information, we now commit to responding within 20 working days. We've also clarified what happens if we can't act on your request, including your right to ask us to note your request on file even if we decline it, and to have us pass a correction on to other parties we've previously shared your information with.

7 Clearer picture of who this policy covers

We've added more detail about the specific websites, portals, and tools this Policy applies to across our enterprises (SmartyGrants, Funding Centre, GiveNow, ICDA, SmartyFile, and Our Community). If you use our UK instances of SmartyGrants or SmartyFile, a separate Privacy Policy applies to you.

8 Accessibility

If you need this Policy in an alternative accessible format, you can contact us directly and we'll arrange it.

This summary is a plain-English guide to the changes. The Privacy Policy itself is the authoritative document. If you have questions, contact us at service@ourcommunity.com.au.