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Where not-for-profits go for help

What's changing in our Third-Party Service Providers list

We're updating our Third-Party Service Providers list, effective 1 July 2026. This list is kept up to date on an ongoing basis as our provider relationships change, and this update reflects the providers we currently work with. The list is available at <https://www.smartygrants.com/policies#third-party-service-providers>.

1 New security and compliance tools

We've added several new providers that support our information security: DataDog and Huntress, both used for monitoring and detecting security issues, and Huntsman, used for auditing our compliance with the Essential 8, the Australian Cyber Security Centre's baseline cyber security framework.

2 New payroll provider

We've added ReadyTech, our payroll and HR management provider, to reflect the actual systems we use to manage staff pay and records.

3 New provider for GiveNow

We've added Zoho, used for customer relationship management and website forms in connection with GiveNow.

4 Providers no longer in use

Cloudflare, Microsoft's Bing Webmaster tool, and Hotjar (previously used for GiveNow) have been removed from the list, reflecting that we no longer use these services.

5 Clearer disclosure for some existing providers

We've given AWS CloudFront its own entry, rather than a passing mention, so it's clearer what this service does and what data it may process.

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