



**SmartyGrants**  
Software, data science & grantmaking intelligence



An enterprise of:  
**ourcommunity.com.au**  
Where not-for-profits go for help

# SmartyGrants

# Cookie Declaration

Version 3

Last updated 30 June 2026

**Accessibility:**

If you need this document in an alternative accessible format, please contact [service@ourcommunity.com.au](mailto:service@ourcommunity.com.au)

**This policy applies to:**

SmartyGrants, as operated by Our Community (ABN 24 094 608 705) in Australia.

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# 1 Overview

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- 1.1 This Cookies Declaration (**Declaration**) explains Cookies that are used in order to operate and support SmartyGrants, an enterprise of Our Community Pty Ltd (referred to as **we, us, our** and **Our Community**).
- 1.2 Our Community is committed to protecting your privacy. Establishing a trusting relationship with our users is central to our work practices.
- 1.3 This Declaration applies to the following websites (**our Websites**)
  - (a) SmartyGrants Manage site: [manage.smartygrants.com.au](https://manage.smartygrants.com.au)  
SmartyGrants Applicant Portals:  
<grantmaker>.smartygrants.com.au  
(or custom domain name eg grants<.grantmaker>.org)
  - (b) SmartyFile: app.smartyfile.com.au
  - (c) SmartyGrants public websites:
    - (i) [smartygrants.com.au](https://smartygrants.com.au)
    - (ii) [smartygrants.co.nz](https://smartygrants.co.nz)
- 1.4 We may update this Declaration from time to time in accordance with legislative or operational changes. The current Declaration is available through our Websites. If you have comments or questions regarding this Declaration, please contact us using the details provided in section 4 below.

# 2 Cookies and tracking

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- 2.1 **Cookies** are small sets of data that can be stored permanently or temporarily on a user's computer or mobile device and uniquely identify your browser or device.
- 2.2 Cookies allow a site or services to know if your computer or device has been used to visit the site or service before.
- 2.3 Our Websites use cookies. We use cookies to:
  - (a) authenticate users;
  - (b) allow access to support and assistance for our services;
  - (c) allow our services to operate efficiently;
  - (d) remember users' preferences and data;
  - (e) log activities for auditing, risk management, fraud and corruption control, trouble-shooting and providing technical support;
  - (f) understand how our sites and services are being used; and
  - (g) improve users' browsing experiences.
- 2.4 The Cookies we store on your device (**Our Cookies**) are either:
  - (a) "strictly necessary", meaning the cookies which are essential for users to browse our websites, use our websites' features and use our services (**Strictly Necessary Cookies**) as listed in 2.7; or
  - (b) cookies for which consent will be requested if the applicable Privacy Legislation requires that we obtain consent before using these cookies (**Other Cookies**) as listed in 2.8.

- 2.5 Additional cookies, that are not listed in the Declaration, may be captured when using Our Websites so long as they do not store any information regarding the user.
- 2.6 Names of cookies are correct at the time of issuing this document. Names of third-party provider cookies may change. On becoming aware of cookie name changes, we will update the Declaration.

2.7 Strictly Necessary Cookies are:

Provider / Purpose	Cookies	Expiry
<p><b>Our Community</b></p> <p>These cookies allow users access to our services and maintain their login session. They are also used to provide technical support and for auditing, risk management, fraud and corruption control, trouble-shooting purposes. They are necessary to ensure the integrity of the SmartyGrants SaaS and compliance with Agreements with SmartyGrants Users.</p> <p>sg_id is recorded in the SmartyGrants database to record changes to the data made by SmartyGrants Users. This includes what change was made, who made the change, when the change was made.</p>	Remember me	14 days
	JSESSIONID	Session
	AUTH_SESSION_ID	Session
	AUTH_SESSION_ID_LEGACY	Session
	KEYCLOAK_SESSION	10 hours
	KEYCLOAK_SESSION_LEGACY	10 hours
	USER_INST_ID	Session
	hh	Session
	sg_id	12 hours
	SESSION	Session
	XSRF-TOKEN	Session
	_forum_session	Session
	_t	One Month
	CRAFT_CSRF_TOKEN	Session
	GeoMateRedirectOverride	14 hours
	accountInfo	24 hours
isAdmin	24 hours	
userLoggedIn	24 hours	

<ul style="list-style-type: none"> <li> <b>Amazon Web Services</b>  Used to help Amazon Web Services manage your session across their cloud infrastructure. </li> </ul>	AWSALBCORS	7 days
	AWSALB	7 days
	AWSALBTG	7 days
	AWSALBTGCORS	7 days
<ul style="list-style-type: none"> <li> <b>Talent LMS</b>  Used to manage login and session information if accessing the SmartySkills 'Education and Training' facility as part of Manage site help. </li> </ul>	SimpleSAMLAuthToken	Session
	SimpleSAMLSessionID	Session
	login_token - Session	Session
	catalog_category_visible_get_all	Session
	catalog_selected_categories	Session
	cookie_visited_course_catalog_index	Session
	CloudFront-Key-Pair-Id	3 hours
	CloudFront-Policy	3 hours
	CloudFront-Signature	3 hours
	PHPSESSID	3 hours
	cookie_visited_course_*	5 minutes
cookie_microstats_visibility	12 months	

2.8 Other Cookies are:

Provider / Purpose	Name	Type
<p><b>Google</b>                      Aggregated, anonymised website traffic analysis – such as what pages you looked at, for how long, and so on. This is used to improve the quality of our services.</p> <p>You can opt out of Google Analytics by installing Google's <a href="#">opt-out browser add-on</a>, and opt out of interest-based Google ads using <a href="#">Google's Ads Settings</a>.</p>	_ga	2 years
	_ga_<tagid>	2 years
	_gid	1 minute
	_gat	
<p><b>Segment</b>                      Website traffic analytics, performance analysis, as well as determining whether help prompts and notifications regarding new features are displayed.</p>	ajs_user_id	1 year
	ajs_anonymous_id	1 year

### **3 Who Cookies are shared with**

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- 3.1 Cookies are shared with the respective providers listed in the tables above.
- 3.2 Some of these providers are located overseas. In particular:
  - (a) Google LLC and Twilio Inc (Segment) are based in the United States; and
  - (b) Amazon Web Services may process some limited data in various overseas locations (basic connection data only – no customer specific data or identifiers).

By using our Websites, you acknowledge that Cookie data may be transferred to and processed in countries outside Australia and New Zealand. Where personal information is disclosed to overseas recipients, Our Community takes reasonable steps to ensure those recipients handle personal information in a manner consistent with applicable privacy laws, including the Australian Privacy Principles and the New Zealand Privacy Act 2020 ("Privacy Legislation"). Further information about how we handle personal information, including our overseas disclosure practices, is set out in our Privacy Policies, available on our Websites.

- 3.3 New Zealand users: Where our Websites are accessed by individuals in New Zealand, some cookie and analytics data may be collected via third-party tools (including Google Analytics and Segment) that gather information about users indirectly. In accordance with the Privacy Legislation, we advise that:
  - (a) the information is collected by Our Community Pty Ltd for the purposes described in section 2 of this Declaration;
  - (b) it may be disclosed to Google LLC and Twilio Inc (Segment), both located in the United States; and
  - (c) you have rights to access and seek correction of personal information held about you, as described in the Our Community Privacy Policy. To exercise these rights or to opt out of analytics tracking, please contact us using the details in section 4 below.

### **4 How you can contact us**

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- 4.1 Please contact us if you have any queries about our Cookies. Our contact details are listed on <https://www.smartygrants.com/about/contact-us>.