

Privacy Policy

Last updated: 4th August 2026

Challenges Abroad Limited (“Challenges Abroad”, “we”, “us”, or “our”) is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, enquire about our services, participate in our programs, or otherwise interact with us.

Please read this Privacy Policy carefully.

Who We Are

Challenges Abroad Limited is the data controller responsible for your personal information.

If you have any questions about this Privacy Policy or how we use your personal data, you can contact us using the details at the end of this policy.

The Information We Collect

Depending on how you interact with us, the information we may collect (but is not limited to):

Identity Information

- Name
- Date of birth
- Gender (where relevant)
- Passport information when required for travel

Contact Information

- Postal address
- Email address
- Telephone number

Emergency Contact Information

- Next of kin details
- Emergency contact telephone numbers

Health Information

Where necessary for the safe delivery of our programs we may collect:

- Medical conditions
- Allergies
- Disabilities
- Dietary requirements
- Mental health information where relevant

This information is treated as Special Category Personal Data.

Financial Information

Where applicable we may collect:

- Donation records
- Payment information
- Fundraising information

Payment card details are processed securely by our payment providers and are not stored by Challenges Abroad.

Technical Information

When you use our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Website usage information
- Cookie data

How We Collect Information

We collect information when you:

- Contact us through our website
- Complete an enquiry form
- Register for a program
- Attend an event or conference
- Subscribe to our newsletters
- Make a donation to the FutureSense Foundation
- Fundraise on our behalf
- Contact us by email, telephone or social media
- Visit our website

How We Use Your Information

We use your information to:

- Process applications
- Deliver our programs
- Arrange accommodation and travel
- Provide participant support
- Communicate with you before, during and after your program
- Process donations
- Administer fundraising
- Respond to enquiries
- Improve our services
- Comply with legal obligations
- Maintain financial records

- Protect the safety of participants

Where you have consented, we may also send you news, fundraising updates and information about future opportunities.

You can withdraw your consent at any time.

Lawful Bases For Processing

Under the applicable Australian and New Zealand privacy laws, including the Australian Privacy Act 1988 (Australian Privacy Principles) and the New Zealand Privacy Act 2020, we rely on one or more of the following lawful bases:

- Your consent
- Performance of a contract
- Compliance with legal obligations
- Protection of vital interests
- Legitimate interests, where these are not overridden by your rights and freedoms

For Special Category Personal Data, including health information, we rely on explicit consent and other lawful conditions when permitted by law.

Sharing Your Information

We may share your information with trusted third parties only when necessary, including:

- Your School
- Your University or Students' Union
- Overseas program partners
- Accommodation providers
- Activity providers
- Travel providers
- Payment processors
- IT service providers
- Professional advisers
- Regulators
- Law enforcement agencies where required by law

We require all third parties to protect your information and only process it for specified purposes.

We never sell your personal information.

International Transfers

As part of delivering our overseas programs, we may transfer personal information outside the countries in which Challenges Abroad operates.

Countries may include:

- India

- Nepal
- Cambodia
- Thailand
- Tanzania
- Peru

Where personal information is transferred internationally, we ensure appropriate safeguards are in place in accordance with applicable Australian and New Zealand privacy legislation, including the use of the appropriate safeguards as required under applicable Australian and New Zealand privacy laws.

Marketing

Where you have given your consent, we may contact you by:

- Email
- Telephone
- SMS
- WhatsApp
- Post

You may unsubscribe from marketing communications at any time by:

- Clicking the unsubscribe link in our emails
- Contacting us directly

Opting out of marketing does not affect essential communications relating to your participation in our programs.

Cookies

Our website uses cookies to improve your experience and understand how visitors use our website.

Cookies help us:

- Analyse website traffic
- Improve website performance
- Remember your preferences
- Keep our website secure

You can manage or disable cookies through your browser settings, or our cookie consent banner.

Please see our separate Cookie Policy for further information.

How Long We Keep Information

We only keep personal information for as long as is necessary.

Retention periods depend on:

- Legal requirements
- Accounting obligations
- Program administration

- Insurance requirements
- Safeguarding obligations

Where information is no longer required, it is securely deleted or anonymised.

Your Rights

Under the applicable Australian and New Zealand privacy legislation you have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent where processing relies on consent
- Lodge a complaint with the Office of the Australian Information Commissioner (OAIC) or the Office of the Privacy Commissioner (New Zealand), as applicable

To exercise any of these rights, please contact us.

Security

We use appropriate technical and organisational measures to protect personal information from:

- Unauthorised access
- Loss
- Misuse
- Disclosure
- Alteration
- Destruction

Although we take security seriously, no internet transmission can be guaranteed to be completely secure.

Children's Privacy

Some of our services involve young people.

Where consent is required for children, we will obtain parental or guardian consent where required by law.

Third Party Websites

Our website may contain links to other websites.

We are not responsible for the privacy practices of third-party websites and encourage you to read their privacy policies.

Changes To This Privacy Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website together with the date it was last updated.

Contact Us

If you have any questions about this Privacy Policy or your personal information, please contact us:

Challenges Abroad Limited

Level 13, Freshwater Place,
2 Southbank Boulevard,
Melbourne,
Australia

Email: hello@challengesabroad.com.au

Complaints

If you are unhappy with how we have handled your personal information, please contact us first so we can try to resolve your concerns.

You also have the right to complain to the Office of the Australian Information Commissioner (OAIC) or the Office of the Privacy Commissioner (New Zealand), as applicable.

Australian Information Commissioner (OAIC)

Website: <https://www.oaic.gov.au/> Telephone: 1300 363 992

Office of the Privacy Commissioner (New Zealand)

Website: <https://www.privacy.org.nz/>