



## ANCOLD APP Privacy Policy

Updated as at October 2014

### **A. About this policy**

ANCOLD acknowledges its obligations under the Privacy Act 1988 (as amended by the National Privacy Amendment Act 2012) and the 13 Australian Privacy Principles (APPs) contained therein.

ANCOLD is taking all reasonable steps to implement practices, procedures and systems so as to collect, hold and secure personal information in accordance with the APPs. This privacy policy will be updated when practices change. Updates will be publicised on our website and through email to members.

### **B. Overview**

ANCOLD collects, holds, uses and discloses personal information so as to carry out those functions or activities as defined in its constitution or as required by legislation e.g. Privacy Act, FOI Act.

### **C. Collection of your personal information**

At all times we try to only collect that information that we need to effectively undertake our defined functions and activities. The main ways in which we collect personal information about you are:

1. When you apply for membership and complete the standard membership application forms either in hardcopy or electronically via the website
2. When you register for a conference, seminar, workshop, study tour or other event
3. If you participate on a sub-committee or working group
4. If you make a complaint about a privacy breach to us
5. You send an email to the ANCOLD Secretariat or other office bearer, or contact us via other means to seek information (but only if we need to save such information)
6. Through your use of ANCOLD's social media (e.g. LinkedIn).



#### Collection of Sensitive Information

Sometimes we may need to collect sensitive information about you. This may include age, health issues, dietary requirements, disability. This would normally be required either to confirm age (e.g. member of the Young Professionals group) or to ensure suitable arrangements were made for attendance at events. In the latter case the information would be deleted following its intended use.

#### Indirect Collection

Most personal information would normally be collected directly as provided by you but under some circumstances it may be provided from publicly available sources or from 3<sup>rd</sup> parties.

#### Anonymity

We will only collect the minimum information necessary and if requested we will not publicise information about you such as in delegate listings.

### **D. How we deal with information**

Most personal information is held in electronic format either in our website or separate database. Different information is stored for members of ANCOLD.

#### ANCOLD Members

Personal information is provided by you when applying for membership of ANCOLD. This information would normally just include name, address, and contact details. Membership details are stored in a WordPress database accessed through the ANCOLD website. Access is restricted with administrator rights. This information may also include credit card or bank account details in order to process fee payment. Hardcopy forms are scanned and stored electronically on secured servers.

This information is used to send out renewal reminder notices, the quarterly e-News and other relevant information for members only.

#### Working Group members

Name, address and other contact details would be kept for communication purposes.

#### Registration delegates

Personal information is provided during the registration process and would be temporarily stored within a secured conference management software (e.g. Events Pro) database normally managed by a 3<sup>rd</sup> party Conference Manager. Such information would be provided either via hardcopy or electronically via on-line registration.

Contact details would also be used to communicate future similar ANCOLD events. This is normally done through email via the software 'Constant Contacts'.



#### Social networking

ANCOLD uses LinkedIn (for members only) and when you communicate with us through such a service we may collect personal information that you provide.

#### Analytic Tools

We use a range of tools provided by 3<sup>rd</sup> parties (e.g. Google Analytics) to collect or view website traffic information. Such sites have their own privacy policies.

#### Payment Transactions

In such cases we may receive credit card or bank account details from you. These are only used to facilitate transactions in accordance with normal financial processes. Where credit card details are provided for making online purchases, we use a secure 3<sup>rd</sup> party 3-tier e-commerce gateway (SecurePay - DirectOne). The Event Management Software does not transmit, process or store credit card details.

### **E. Storage and security**

We take all reasonable steps to protect the security of the personal information we hold from both internal and external threats by:

- Limiting officers who have access through appropriate security measures
- Data is stored either on secure servers or websites with regular checks made
- Checking that all 3<sup>rd</sup> parties that have access to personal information have appropriate privacy policies and security protection in place.

We destroy personal information in a secure manner when we no longer need it or we have been requested to delete it. No personal details are provided publicly on the website without specific agreement by the person.

### **F. Disclosure of information**

Common situations where we may disclose information are as follows.

#### Service Providers

3<sup>rd</sup> party service providers may have access to personal information (e.g. conference manager, secretariat, website developers etc.). To protect information that we give access to we ensure agreements entered into require them to only use the information solely for the purpose required.

We do not make our contact database information available to 3<sup>rd</sup> parties nor use it for marketing purposes other than those things related directly to the functions of ANCOLD.



### Sensitive Information

We only disclose sensitive information for the purposes for which it was provided or for directly related purposes you would reasonably expect or when you agree to its use.

### Disclosure overseas

Generally we do not disclose personal information overseas. We may however provide contact details where persons are participating in related entity activities such as those of NZSOLD or ICOLD. This would normally be only at your request or agreement.

### Media/Public

We would only provide information in such cases where you had given consent or where the issue is already publicly available and then only in exceptional circumstances.

## **G. Access to your personal information**

Under our Constitution, members have the right to request personal information contained within the member database and such shall be made readily available and provided free. It is provided however such that it is not allowed to be used to contact or send to other persons other than for specific purposes relating to ANCOLD functions.

Under the Privacy Act you have the right to ask for access to personal information that we hold of you and to ask that we correct any such information. You can ask for such by contacting our Secretariat. We will ask for verification of your identity. Such requests are dealt with by the Public Officer.

## **H. Quality of Information**

To ensure the integrity of personal information we collect we:

- Record the information in a consistent and logical format
- Check for duplicate entries and remove them
- Where notified directly amend data as requested
- Where notified indirectly (e.g. rejected emails) delete or update details.

Members also have access via the website to update their details directly.

## **I. Availability of Privacy Policy**

Our privacy policy is available free of charge on our website or by contacting the Secretariat. Specific privacy statements are also included in registration forms, membership applications etc. and include reference to this full policy.



#### **J. How to make a complaint**

If you wish to complain to us about how we have handled your personal information you should do so in writing to the Secretariat. We will respond within 30 days.

If you are not satisfied you can complain to the Office of the Australian Information Commissioner.

#### **K. How to contact us**

You can contact us via the Secretariat as per below details.

Email: [ancold@ancold.org.au](mailto:ancold@ancold.org.au)

Phone: (03) 6234 7844

Post: ANCOLD Inc. c/o ~~113 Harrington Street Hobart TAS 7000~~  
227 Collins Street, Hobart, Tasmania, Australia, 7000



For specific purposes summary privacy statements are included on registration forms, membership applications etc. and these include reference to the above full ANCOLD APP Privacy Policy.