

PRIVACY POLICY

1. OBJECTIVE

- 1.1 This policy sets out how Australian Local Government Association Limited ACN 008 613 876 (**we**) collect, hold and disclose personal information.
- 1.2 In the course of our business, there may be circumstances where we collect personal information and our Privacy Policy (**Policy**) has been developed to ensure that all this information is handled appropriately and transparently.
- 1.3 We are committed to complying with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**) in relation to all personal information that we collect and this commitment is demonstrated in this Policy.
- 1.4 This Policy outlines the broad controls which we have adopted to govern the way we collect and use personal information, the circumstances in which we might disclose personal information to third parties, how individuals can access their personal information held by us and the process for dealing with any complaints or issues regarding our treatment or use of an individual's personal information.
- 1.5 We reserve the right to make changes to this Policy as required without notice by publication on our website. The current version of the Policy can be found on www.alga.asn.au.
- 1.6 We acknowledge that this Policy relates to Australian Local Government Association Limited only and that our members (including mutuals) are responsible for maintaining their own privacy policies if required to by the Privacy Act.

2. INTRODUCTION

- 2.1 “**Personal Information**” is defined in the Privacy Act to mean information or an opinion, about an identified individual, or an individual who is reasonably identifiable:
 - 2.1.1 whether the information is true or not; and
 - 2.1.2 whether the information or opinion is recorded in a material form or not.
- 2.2 The APPs (contained in Schedule 1 to the Privacy Act) can be broadly categorised into the following groups:
 - 2.2.1 Consideration of personal information privacy
 - 2.2.2 Collection of personal information
 - 2.2.3 Dealing with personal information
 - 2.2.4 Integrity of personal information
 - 2.2.5 Access to and correction of personal information

3. **WHO DOES THIS POLICY APPLY TO?**

This Policy applies to any individuals in respect of whom we currently hold, or may in the future collect, personal information.

4. **PERSONAL INFORMATION AND ALGA**

4.1 **Why we collect personal information**

- 4.1.1 The APPs require that we collect personal information only if it is necessary for one or more of our functions or activities. The way we collect personal information must be lawful, fair and not unreasonably intrusive.
- 4.1.2 We use information that is collected directly from the individual, the entity that employs or engages the individual, or from our service providers who have collected the information directly from the individual or entity.

4.2 **How we collect personal information**

- 4.2.1 We collect personal information directly from an individual when that individual meets with us, communicates with us by letter, telephone, email or fax, gives us a business card, subscribes to our publications, registers for or attends our events or submits information through our websites, blogs or other social media outlets.
- 4.2.2 We may also collect information about an individual from our customers, potential customers and their business contacts, from the individual's employer and from publicly available records or a third party e.g. a provider of an employment or other reference.

4.3 **What personal information do we collect?**

- 4.3.1 The type of personal information we collect includes, but is not limited to:
 - (a) the name and contact details of our conference and seminar attendees;
 - (b) the name and contact details of individuals who seek employment with us, including employment experience, qualifications and other information provided by applicants;
 - (c) the name and contact details of individuals who purchase goods or services from us;
 - (d) the name and contact details of individuals (including members) who contact us seeking information or assistance;
 - (e) credit card and bank account information for payment of invoices;
 - (f) the name and contact details of individuals that are members of Reference and Advisory groups;

- (g) the name and contact details of individuals who represent us on external committees;
- (h) the name and contact details of individuals who access information made available by us through electronic means such as the internet;
- (i) the name of individuals and entities that are classified as related parties to our key management personnel (KMP);
- (j) the information preferences nominated by individuals and expressed to us in writing; and
- (k) historical financial data about specific transactions entered into between individuals and us.

4.3.2 More generally, we may collect an individual's name and contact details, and information about the individual's occupation, employer and relationship with us or our customers and potential customers, and about the individual's relationship with our other business contacts.

5. **COLLECTION OF INFORMATION ON WEB SITE ACTIVITY**

For statistical purposes, we collect information on web site activity (such as the number of users who visit the web site, the date and time of the visits, the number of pages viewed and navigation patterns) through the use of 'cookies'. This information on its own does not identify an individual, but it does provide us with statistics that we can use to analyse and improve our web site. Cookies allow computers to identify and interact more effectively. Cookies are generated when users log onto our website at <https://alga.asn.au> to facilitate authorisation into some services. However, we do not use the cookies to collect data about our website users. Most internet browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not.

6. **ANONYMITY AND PSEUDONYMS**

Individuals have the right not to identify themselves, or to use a pseudonym when dealing with us. However, if we request personal information and it is not provided, we may not be able to provide services to or otherwise assist the relevant individual.

7. **USE & DISCLOSURE OF PERSONAL INFORMATION**

7.1 **Holding your personal information**

7.1.1 We take reasonable steps to:

- (a) protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure; and
- (b) destroy personal information if it is no longer needed for the purpose for which it was originally obtained.

7.1.2 We use physical and electronic security measures including restricting physical access to its offices, firewalls and secure databases to keep

personal information secure. We also destroys or permanently de-identify personal identification which is no longer needed for the purpose for which it was originally collected. We typically keep records required for reporting obligations for seven years.

- 7.1.3 We require all our contractors and others to whom we disclose personal information or who may have access to personal information we collect to keep such personal information private and to protect such personal information from misuse and loss and from unauthorised access, modification or disclosure.
- 7.1.4 Any credit card details provided to us for the purposes of making any payment are destroyed when processing the payment is finalised. We use Secure Sockets Layer (SSL) technology and industry standard 128 – bit encryption in our payment system.

7.2 **Using and disclosing your personal information**

- 7.2.1 We use and disclose personal information for the primary purpose for which it was collected, related purposes and other purposes authorised by the Privacy Act.
- 7.2.2 In general, the purposes for which we collect information include organising conferences and seminars, responding to questions, circulating our newsletter.
- 7.2.3 We may also disclose personal information to our employees, service providers or other persons in order to deliver you the services requested, or to anyone to whom the individual authorises us to disclose the information, or as otherwise authorised by the Privacy Act.
- 7.2.4 We will not use or disclose personal information about an individual for a purpose other than the primary purpose of collection unless:
 - (a) the individual would reasonably expect us to use or disclose the information for the other purpose **and** the secondary purpose relates to the primary purpose;
 - (b) the individual has consented to the use or disclosure;
 - (c) the use of the information is for the secondary purpose of direct marketing, and an opportunity has been provided to the individual to decline the use of the information for direct marketing purposes; or
 - (d) it is reasonably necessary for the information to be used or disclosed in the public interest or for law enforcement or public safety purposes.
- 7.2.5 **Who else can access information**
 - (a) Our contractors may have access to some personal information we collect. For example, contractors may distribute some of our publications and develop and maintain our computer systems,

electronic records, websites, blogs and other social media outlets.

- (b) Our auditors, insurers and legal and other professional advisers may also access our records to protect our interests and to ensure that we comply with our obligations.

7.2.6 **Direct Marketing**

- (a) We will only use your personal information for the purpose of direct marketing where we have collected the personal information from the individual, the individual would reasonably expect us to use or disclose the information for that purpose and the individual has not made a request to cease the communication.
- (b) An individual is entitled to request not to receive direct marketing communications from us by contacting our Privacy Officer.

7.2.7 **Overseas Disclosure**

We do not have any business requirements relating to overseas parties and therefore we are not likely to disclose personal information to any overseas recipient. However, we may disclose personal information to overseas recipients where:

- (a) we have your consent;
- (b) the disclosure is required by law; or
- (c) the disclosure is reasonably necessary to assist a law enforcement agency.

7.3 **Accessing your personal information**

Any individual in respect of whom we hold personal information has the right to access and correct the information. Except in circumstances specified in APP 12.3, individuals are allowed to inspect the personal information we hold about them, take notes about the information or obtain and keep copies of the information. If we need to refuse a request either for access to personal information or the manner in which the information is being sought, the individual will be informed of this. Generally, this will only be in circumstances where providing access would be unlawful or contrary to the legislation. If an individual wants to access personal information, the request for access should be directed in writing to:

The Privacy Officer
ALGA
8 Geils Court
Deakin ACT 2600

* Please note that an administration fee may apply for the provision of information *

7.4 **Correcting your personal information**

We take reasonable steps to ensure that the personal information we collect is accurate, up to date and complete and that the personal information we use or disclose is accurate, up to date, complete and relevant, having regard to the purpose of such use or disclosure.

Individuals have the right to request a correction to any personal information held by us. The details of the correction should be directed to:

The Privacy Officer
ALGA
8 Geils Court
Deakin ACT 2600

All corrections will be actioned within 5 business days. We may, in limited circumstances permitted by the Privacy Act, refuse to correct the information. If we refuse, you will be informed of this. All correspondence will be treated confidentially.

8. **NOTIFIABLE DATA BREACH**

8.1 **Eligible Data Breach**

An eligible data breach is unauthorised access or disclosure of information, or loss of information, that a reasonable person would conclude is likely to result in serious harm to any individuals to whom the information relates.

8.2 **Suspected Eligible Data Breach**

There may be reasonable grounds for us to suspect there has been a data breach and we will take all reasonable steps to carry out an assessment as soon as practicable and within 30 days after we become aware of the suspected breach as to whether or not the data breach is an eligible data breach.

8.3 **Notification of Eligible Data Breach**

8.3.1 If there are reasonable grounds for us to believe that there has been an eligible data breach, and no exception under the Privacy Act applies, then we will prepare a written statement including:

- (a) a description of the eligible data breach;
- (b) the kinds of information concerned; and
- (c) recommendations about the steps that individuals should take in response to the eligible data breach.

8.3.2 If there is an eligible data breach of more than one entity, we will set out the details of those other entities in the manner described above.

8.3.3 We will provide this statement to the Office of the Australian Information Commissioner (**OAIC**). If required by the Privacy Act we will then notify the contents of the statement to each of the individuals

to whom the relevant information relates and to individuals who are at significant risk from the eligible data breach.

- 8.3.4 If it is not practical to contact you in this way, we may publish the statement on our website.

8.4 **Exceptions to an Eligible Data Breach**

There are exceptions under the Privacy Act which may not require us to notify individual/s of an eligible data breach. For example, where we have taken action before any serious harm occurs or before any unauthorised access or disclosure occurs, or where the OAIC has declared that we are not required to give any notification.

9. **PRIVACY POLICY COMPLAINTS**

9.1 **Contacting ALGA**

If an individual has a complaint concerning this Policy or our collection, use or disclosure of personal information held by us, please contact us in the first instance and direct the complaint to:

The Privacy Officer
ALGA
8 Geils Court
Deakin ACT 2600

All complaints will be investigated by our Privacy Officer and we will try to promptly resolve your complaint directly with you. You will be kept up to date with the progress of your matter and notified of any action identified to be undertaken. All complaints will be treated confidentially.

If you are not satisfied with the outcome, then you may make a complaint to the OAIC. For information about how to make such a complaint, please refer to the OAIC website <http://www.oaic.gov.au/>.