

Launceston Chamber of Commerce Privacy Policy

ABOUT THIS POLICY

The Launceston Chamber of Commerce ("the Chamber") is committed to protecting the integrity of the personal information of our staff, our members, our customers, our guests and others from whom we gain information. This privacy policy sets out the information management practices for the Chamber, including our website.

We manage personal information in accordance with the Personal Information Protection Act 2004 (Tas) and the Privacy Act 1988 (Clth) ("the legislation"). Personal information means any information or opinion in any recorded format, about an individual whose identity is apparent or reasonably ascertainable from the information or opinion. Basic personal information means the name, residential address, postal address, date of birth and phone number of an individual.

SUMMARY

- **Functions and Activities**
- **Collection of Personal Information**
- **Uses of Personal Information**
- **Disclosure (Sharing) of Personal Information**
- **Emails, Website & Social Media**
- **Security of Personal Information**
- **Retention of Information**

You can download a copy of this policy [here](#). Alternatively, a complimentary copy will be provided to you in person or by ordinary post or email upon request.

FUNCTIONS AND ACTIVITIES

The functions and activities we carry out in respect of which we collect and hold personal information include, but are not necessarily limited to:

- Managing the membership of the Chamber and member participation
- Facilitation of educational and training courses
- Holding events such as conferences, seminars, briefings and networking events
- Providing products and services which support our Vision, Role and Objectives
- Providing and exchanging information through various channels such as newsletters, other publications, media releases, social media sites, our website and mobile applications
- Lobbying and making submissions to government and others in a position to effect change.
- Promotion of an effective networking and referral service for members.

COLLECTION OF PERSONAL INFORMATION

We only collect personal information when it is necessary for our membership records, education and training and conducting events.

Membership

We collect and hold information from members, voting representatives, prospective members and third parties, through membership related applications; this information includes name, contact details and company profile.

Education and Training

We collect and hold enrolment information provided by members and non-members and keep a record of the courses completed.

Events

We collect and hold information from members and non-members provided through applications to attend events such as conferences and briefings. This includes, if applicable:

- Sensitive information such as dietary or mobility requirements
- Travel bookings
- Images (video or photographs) or sound recordings

We keep a record of the events and workshops attended by members or non-members.

Indirect Collection

Members

We collect information indirectly about members, but only in circumstances where a member would reasonably expect it, or where the member has consented.

Non Members

To expand our membership we collect information indirectly about prospective members through methods which include word of mouth referrals and publicly available sources.

Surveys

We undertake surveys and record the results. If the survey is promoted as anonymous we keep no records of the participants or what they have submitted. If not, we advise what records of participants' information or submissions will be retained.

USES OF PERSONAL INFORMATION

We use information we collect and hold through membership, courses and event applications or attendance to:

- Administer and meet member requirements for the particular service, course, event or program.
- Help us improve the particular service, event or program.
- Identify and analyse member and non-member activities and interests, in order to better meet member needs and attract new members.
- Enable us to target marketing communications to members and non-members.
- Enable correct and proper accounting of members' transactions.
- Achieve compliance with statutory and regulatory requirements.

We will not use your personal information for any purpose which you would not reasonably expect unless it is consistent with the legislation. If we think a member may not expect a particular use of information we hold about them, we ask for consent before we use it for that purpose.

Sound and image recordings of events

If attending our events you need to be aware that we use sound and image recordings of our functions to enable us to improve our events, and for marketing and promotional purposes.

Marketing communications

We send marketing material to members and non-members about whom we have records, in order to give you information about the products and services that members provide, that will be of personal and/or professional benefit.

DISCLOSURE (SHARING) OF PERSONAL INFORMATION

Marketing and Referrals

We do not sell your personal information to any person. We do provide access to you via the Chamber conducted postal or email mail-outs. We disclose your basic personal information in the Member Directory on our website and to potential clients seeking referrals to member services. This may include overseas recipients in any part of the world by providing us with your information you consent to these disclosures.

Events

We disclose the name, title and post nominal of event participants to speakers, organisers, hosts, facilitators and other attendees under strict conditions, to enable them to carry out their role in relation to an event.

Publications

We disclose names and contact information about members via our publications including on our website. We disclose the names of function attendees in our publications.

Contractors and partners

We disclose personal information to contracted service providers who assist us with a number of our functions and services including service providers of technology, data processing, contact centre, legal, accounting, business consulting, auditing, archival, delivery, banking, payments, market research, content production and mailing, but only for the purpose of fulfilling those services.

We disclose information to partners in some of our programs, for example, about applicants for scholarships to assist us with scholarship candidate assessment.

Disclosure with Consent

With your consent we disclose personal information.

Where Authorised or Required by Law

As authorised by the legislation, we disclose personal information to law enforcement bodies, for example the Australian Securities and Investments Commission , Australian Federal Police, the Australian Security Intelligence Organisation, and the Australian Secret Intelligence Service.

EMAILS, WEBSITE AND SOCIAL MEDIA

Email

If you send us an email, that address will be recorded automatically by our email messaging system for the purpose of replying to your email. However for normal communication with you we will use the email address you provide in your membership application/renewal, unless you ask us to use a different email address.

When we send you emails or other electronic messages, we record information about your interactions with the email, including when and where you open the message and click on particular links.

This helps us to better understand what information is of interest to you and to improve the content.

Website

We use or may use analytical tools to collect a range of information about your interactions with our website. These tools collect the information using a number of techniques including cookies and Java Script.

The information we collect includes IP addresses, domain name, date and time of visit, the pages visited and time spent on each page, whether you have visited the site before and what site referred the visitor to the web page. We use this information to evaluate the effectiveness of our website and the level of interest in particular pages or the Chamber campaigns.

Our website may contain links to other sites. We are not responsible for the privacy practices or policies of those sites and we suggest that you review their privacy policies.

Social Media

We may participate in social media if we think it is relevant to the quality of service that the Chamber provides, or its objectives. We may record the nature of the topic discussed by a particular individual and their name and follow up with further conversation offline about which we take notes.

Social media services also handle your personal information for their own purposes. These sites have their own privacy policies.

SECURITY OF PERSONAL INFORMATION

We regularly assess the risks of misuse, interference, loss, unauthorised access, modification or disclosure of personal information and ensure that we have adequate measures, including policies, procedures and technology, to address those risks. We utilise a virus protection program and a firewall to guard against infiltration of the computer system by a virus or other malware. Information is password protected and passwords are changed regularly. Software updates and patches for our operating system and web browser are downloaded and installed regularly. Our operating procedures require emails from unknown sources to be deleted.

RETENTION OF INFORMATION

We hold information about members and non-members indefinitely on an onsite server and we back-up to a third party storage provider ("the cloud").

Requests for Access, Correction and Complaint Resolution Mechanism

You have a right to request access to personal information we hold about you and to have it amended if it is incomplete, incorrect, out of date or misleading. You are entitled to a decision with reasons, on your request within 20 days of the request.

Unless there is a lawful reason not to, we will give you access to it and allow you to correct any wrong information.

We will ask you to verify your identity to ensure we don't give information to the wrong person. If we don't give you access to your personal information or refuse to correct it, we will tell you why. You may ask us to make a note of your requested correction to be located alongside information we have not agreed to correct.

Our contact details are at the end of this policy.

In the event that you have a question, concern or complaint regarding the way in which we handle your personal information or wish to have your information corrected or updated, you should set it out informally but clearly and send it to:

Office Administrator
Launceston Chamber of Commerce
PO Box 1854
Launceston Tas 7250

Email: info@lcc.asn.au

Alternatively, telephone on 03 6331 9364

We take your privacy concerns seriously. Where you express any concerns that we have interfered with your privacy, or seek access to information about you that we hold, we will respond within 48 hours to let you know who will be handling your matter and when you can expect a further response.

If you are unsatisfied with our response you can complain to the Office of the Information Commissioner: Telephone 1300 363 992. Email: enquiries@oaic.gov.au

Suggestions for improving this Policy

We will amend this policy from time to time and notify you of any amendments through our publications and by posting an updated version on our website.

Suggestions about improving this policy are welcome. Please contact us should you wish to provide feedback.

Review

This Policy was last reviewed on the 14th April 2015.