

Australian Green Infrastructure Council Privacy Policy



November 30, 2007

At the Australian Green Infrastructure Council (AGIC) we recognize that privacy is important. This Policy applies to all activities undertaken by AGIC, and details our practices for the gathering, protection and handling of personal and sensitive information. In addition to this policy, where more detailed information is needed to explain our privacy practices, separate privacy notices will be made available. AGIC is committed to ensuring the privacy of your personal information, as we recognize its importance.

In this policy, 'we' refers to AGIC, and 'us' and 'our' have corresponding meanings; and 'you' means the party entering into a relationship with AGIC for any reason that would relate to the purpose of this policy, and 'your' has the corresponding meaning.

Basic Principles

We respect the privacy rights of individuals and, irrespective of requirements under Commonwealth and State legislation, voluntarily seek to only collect and store personal information in a manner consistent with the National Privacy Principles established by the Australian Federal Privacy Commissioner and embodied in the *Privacy Amendment (Public Sector) Act 2000*.

We recognise that you may have concerns about privacy issues and the potential use of any personal details provided in good faith. We believe that you should have control over who receives any of your personal information. We acknowledge that providing personal information requires trust, and unless provided with direct consent to do otherwise, AGIC will only collect and use personal information as detailed below.

Information we collect and how we use it :

Why we Collect Personal Information

Personal information is collected for the primary purpose of effectively servicing the relationship established between AGIC and an individual or their organisation. Personal information may also be collected to satisfy obligations under relevant legislation, ensure the welfare of employees with respect to occupational health and safety, and allow appropriate insurance.

How we Collect Personal Information

We will only collect personal information by lawful and fair means and not in an unreasonably intrusive way. Normally, the only personal information we collect is what you tell us about yourself (e.g. when applying for membership or registering for an event or subscription). When personal information is collected, AGIC will take reasonable steps to ensure your awareness of this policy, and where to obtain a copy. We may receive personal information from a third party (e.g. registration for an event by an attendee's secretary). If you provide personal information about a third party, we ask that you refer the individual concerned to this policy.

What Personal Information is Collected

The nature and detail of personal information collected depends on the nature of the relationship with AGIC (e.g. member, sponsor, employee, event attendee or interested party).

This may include:

- contact information relating to home, work or other address, phone and fax numbers, email and web addresses;
- personal information such as gender, date of birth, educational qualification, employer and employment position;
- in the case of employees, information documenting tax file numbers, letters of appointment and employment contract, work history, bank account details, salary records and leave taken or accrued;
- in the case of members, a history comprising application, changes to status, correspondence and other transactions; and
- in the case of individuals with ongoing business relationships, credit card and bank account details.

Records may be kept for any contact made by individuals with AGIC. Provision of some services may require collection of potentially sensitive information. We will not seek to collect information about an individual's racial or ethnic origin, religious beliefs or affiliations, political opinions and philosophical beliefs, affiliations with or membership of political associations or trade unions, or sexual preferences and practices. We note that such information may be provided voluntarily by an individual or organisation.

Storage of Personal Information

In accordance with AGIC's Constitution, a Membership Register is kept that contains (as a minimum) the full name, address, membership category and date of entry of the name of each member. Detailed membership information is kept on a secure database, which can be accessed by a small number of AGIC staff.

Personal information is held only as long as it is necessary to provide individuals with the service or information requested or until legal requirements to hold that information expire. Records are reviewed to identify personal information that is no longer necessary, and old records are disposed of in a secure manner.

Use of Personal Information

Personal information will be used in accordance with original purposes for establishing the relationship, or for any other purpose for which AGIC would reasonably be expected to use the information. Any other purpose will be consistent with our Principal Objectives, which are to:

- facilitate interaction among environmental professionals;
- promote environmental knowledge and awareness; and
- advance ethical and competent environmental practice.

Typical purposes include:

- seeking new members and processing, renewing and maintaining membership and subscription services;
- offering opportunities for closer involvement with the Institute, such as regional activities and events or to participation in committees, working groups and Special Interest Sections;
- forging corporate and professional alliances;
- promoting activities, initiatives, materials, products, resources and other Institute outputs; and
- informing recipients of issues of environmental significance generally.

Sections of AGIC (e.g. working groups) collect and use personal information for slightly different purposes, however all are consistent with the Principal Objectives. Personal information will not be used for any purpose other than as described above without direct consent.

Disclosure of Personal Information

We will not sell personal information to third parties, and will only disclose personal information to an agent or contractor of AGIC for purposes consistent with our Principal Objectives and for use solely in the performance of agreed duties for AGIC.

The Institute may disclose personal information in circumstances where:

- required or authorised by or under law;
- there is a public duty to disclose that information; or
- necessary for the establishment, exercise or defence of a legal or equitable claim.

Unless required or compelled by law to do otherwise, we will give prior notice before making any disclosure as described above.

Trans-border Data Flows

AGIC may disclose personal information to affiliated international organisations, related entities, professional or business partners in a foreign country. Personal information will only be disclosed to such parties if:

- the parties are subject to a law, binding scheme or contract that effectively upholds principles for the fair handling of personal information that are substantially similar to the Australian National Principles for the Fair Handling of Personal Information; or
- transfer is necessary to perform a service requested by you, or fulfil our business commitments to you; or
- transfer is necessary to conclude or perform a contract in your interest, between AGIC and a third party; or
- the transfer is for your benefit, it is impractical to obtain your consent to the transfer, and you would be likely to consent to the transfer.

Keeping Control of your Personal Information

You have the right to access and correct personal information that we hold about you. There may be some circumstances where we may not provide access to your personal information, and a reason will be given to you if this is the case. Members are encouraged to keep their personal information up to date. We will take

reasonable steps to make sure that the personal information collected, used or disclosed is accurate, complete and up-to-date.

Direct Marketing

Communications material designed to market or promote our activities will give the recipient the option of not receiving further communications of this nature, provide instructions as to how to arrange this, and contact details for AGIC. Individuals/organisations who request not to receive any further direct marketing communications will be removed from our mailing lists at no charge.

We are committed to responsible use of electronic communications. In accordance with the *Spam Act 2003*, we will ensure that electronic messages accurately identify the sender and include a valid reply address as well as instructions for how to opt out of receiving such messages in future.

Anonymity

Wherever it is lawful and practical to do so, individuals/organisations will have the option of not identifying themselves when dealing with AGIC.

Privacy and the AGIC Web Site

Use of cookies

Cookies are pieces of information that a website transfers to your computer's hard disk to protect your information while you are logged-in. We do not use cookies at this time but may choose to do so in order to provide a restricted members-only part of the website or to obtain statistical information on website use. This data would be anonymous as cookies do not personally identify users, although they do identify a user's browser. Most web browsers are set to accept cookies automatically. You may set your browser to refuse cookies, however this may mean you will not be able to take full advantage of web services.

Links to other sites

As a service to those accessing the AGIC web-site, we may link our web site to those of other organisations. AGIC is not responsible for the privacy practices or the content of linked web sites.

Complaints Resolution

You have a right to complain, and AGIC will respond to complaints in a fair and effective manner. We regard complaints as an opportunity to improve the services we deliver to you and maintain your confidence in us.

If at any time you have concerns regarding your personal information you should contact our Central Office in the first instance, or contact the Secretary to lodge a formal complaint.

Liability Disclaimer

We will take all reasonable measures to protect and keep confidential any personal information in its possession. If any confidential or personally identifiable information is accessed by a third party, whether by negligence or otherwise of the Institute, its agents, suppliers, contractors, related bodies corporate, affiliates or associated parties, to the extent permitted by law, the Institute is not liable for any loss, damage, costs, liability or other form of contribution.

Further Information

For more information about our privacy policy and practices, or if you have any questions about the privacy of your information, please contact the Secretary by email at ghedges@thiess.com.au or by mail at:

Australian Green Infrastructure Council
c/ Society of Sustainability and Environmental Engineering
Engineering House
447 Upper Edward Street
Brisbane QLD 4000 AUSTRALIA

Further information may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at <http://www.privacy.gov.au/>.