

# AICLA's Privacy Policy

## OUR COMMITMENT

Australasian Institute of Chartered Loss Adjusters ABN 18 074 804 167 ("AICLA" or "we" or "our") is committed to the protection of your privacy in accordance with the Privacy Act 1988 (Cth) (the "Act") including the Australian Privacy Principles ("APPs") as set out in Schedule 1 of the Act. As evidence of this commitment, AICLA has developed and implemented this Privacy Policy and undertakes to adhere to the APPs as follows:

## COLLECTION

### Personal Information

We will only collect personal information which we need to carry out our functions and activities. Personal information which we may collect includes your name, contact details, photographic image, current and historical details regarding your employment, education, and business.

We only collect personal information by lawful and fair means and in ways which are not unreasonably intrusive. For example, we may collect your personal information from you directly where possible by phone, in person, by fax, by post, over the Internet, and via e-mail.

When we collect your personal information we will take reasonable steps to make you aware of your rights under the APPs and a copy of this policy will be available to members on the AICLA website [www.aicla.org](http://www.aicla.org).

Because it is not always practicable and reasonable to collect personal information directly from you, we may collect your personal information from third parties, for example your employer. If we collect information about you from a third party we will notify you of the collection as soon as reasonably practicable.

### Sensitive Information

Sensitive Information which we collect includes:

- membership of a professional or trade association;
- involvement in any businesses; and
- criminal record.

We will only collect this information with your express or implied consent or if otherwise allowed to do so under the APPs. We will only collect, hold, use, and disclose sensitive information as permitted under the APPs.

## USE AND DISCLOSURE

We collect your personal information for a variety of purposes, including:

- so that we may assess your application for membership and, should you become a member, provide you with membership products and services;
- to maintain and continually improve membership services and to facilitate membership networking and training including running functions, seminars, discussion groups etc.;

- to disseminate to members material from other organisations which we believe will be of assistance including details of seminars, workshops, conferences, training and other information; and
- to publish on the AICLA website and other AICLA publications.

We may also use and disclose your personal information in other ways, provided such uses or disclosures are allowed under APP 6 (e.g., for public health and safety reasons).

Your personal information may be disclosed on the AICLA website and in publications of AICLA including the AICLA diary for the purpose of making available contact and employment details and professional qualifications.

## **DATA QUALITY**

When collecting your personal information, our staff will take reasonable care to ensure that it is accurate, complete and up to date, and we ask that you do the same. Therefore, when we ask you for your personal information please ensure that:

- when providing personal information over the phone, you spell any difficult words; and
- when completing forms you provide information for all required fields and print legibly.

If your personal information is not accurate, complete and up to date then we may not be able to provide you with our membership services.

We also ask that you contact us whenever your personal information changes or if you become aware that our records are incorrect. By contacting us we can take reasonable steps to ensure that your personal information is correct before we use or disclose it again.

## **DATA SECURITY**

AICLA has implemented both physical security and computer security measures to ensure that your personal information is kept safe from misuse, interference, and loss and from unauthorised access, modification or disclosure.

Unfortunately, no data transmission over the Internet can be guaranteed as totally secure. Although we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us electronically or any information which we, with your expressed or implied consent, transmit to you electronically. Consequently, such transmissions are carried out at your own risk. Once we receive your transmission, we take reasonable steps to preserve the security of the information in our own system.

When we can no longer use or disclose your personal information then we will take reasonable steps to either permanently destroy or de-identify it.

## **OPENNESS**

We promise to be honest and open with you about the actual use of information that is collected about you and the type of personal information about you that we hold. You may enquire about our Privacy Policy, including the use or type of information we hold, by contacting our Privacy Officer.

Our Privacy Officer's contact details are as follows:

Privacy Officer  
Australasian Institute of Chartered Loss Adjusters  
GPO Box 1705, Brisbane Qld 4001  
(07) 3229 6663  
[adminoffice@aicla.org](mailto:adminoffice@aicla.org)

This Privacy Policy is publicly available, free of charge, to anyone who asks for it either in hard copy or electronically and is available on the AICLA website [www.aicla.org](http://www.aicla.org).

## **ACCESS AND CORRECTION**

We will allow you to access the personal information we keep about you, provided you satisfy us of your identity. To satisfy us of your identity you may need to answer questions or provide appropriate documents to prove your identity.

If you wish to improve the accuracy of, correct or update your personal information then you can do so by contacting our Privacy Officer.

Our Privacy Officer's contact details are set out above under the heading **OPENNESS**

We reserve the right to refuse you access to your personal information or to improve its accuracy, correct or update it in line with the exceptions to access in the APP 12.

## **IDENTIFIERS**

We will not use Commonwealth Government identifiers as our own identifier for you. If we do collect Commonwealth Government identifiers then we will only use them in accordance with **APP 9** (adoption, use or disclosure of government related identifiers).

## **ANONYMITY**

We do not believe it is possible to deal with members anonymously. However, if it is lawful and practicable for us to transact with you anonymously, we will do so.

## **CROSS-BORDER DATA FLOWS**

As members' personal information is available on the AICLA website and in publications such as the AICLA diary, this information is widely available to overseas parties.

## **DATA BREACH**

In the event of a data breach, AICLA has an internal process which aims to contain the breach as well as takes steps to ensure that a similar breach is not repeated.

In the unlikely event that the data breach is likely to result in serious harm, AICLA will notify you and the Office of the Australian Information Commissioner (OAIC) as soon as practicable after we become aware of the breach.

## **OTHER MATTERS**

### **Cookies**

Our website may collect information from visitors that is not personally identifiable. This information may include details about your operating system, browser, domain name, and specific web pages you access on our site. We only collect this information in the aggregate and only use it to improve our website.

We may use cookies to personalise and simplify your access to and use of our website. A cookie is a piece of data stored on your hard drive, which allows us to recognise your computer. Cookies are not linked to any personally identifiable information whilst on our site, but can allow us to attract the interest of customers and enhance your online experience. Cookies can assist by allowing you to navigate freely on our website without the need to re-register, therefore saving you time.

If at any time you do not wish to accept cookies or wish to delete existing cookies, you may manually configure your browser to refuse cookies or may manually delete existing cookies from your hard drive. However, by deleting or refusing to accept cookies, you may frustrate or encumber your access to or use of areas of our website.

### **Complaints Resolution**

We are committed to providing you with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We believe that in receiving your complaint we are provided with a valuable opportunity to improve the services we deliver to you and maintain your confidence in us and our services.

If at any time you wish to lodge a complaint in respect of the handling, use or disclosure of your personal information then please contact our Privacy Officer.

Our Privacy Officer's contact details are set out above under **OPENNESS**.

October 2017