

Privacy Policy

From 21 December 2002, Ipswich Chamber of Commerce & Industry Inc. (“the Chamber”) will be subject to the National Privacy Principles under the Privacy Act 1988 (Cth) (as amended by the Privacy Amendment (Private Sector) Act 2000 (Cth)). In this policy, “we,” “us” and “our” refer to the Chamber, and “you” and “your” refer to individuals from whom we might collect personal information.

The Chamber strives to act with the highest integrity and offer the best possible service to members, organisations and all people who access the Chamber's services.

To provide the highest standard of service to all of its stakeholders, from time-to-time the Chamber needs to collect personal information. It is therefore important that individuals are confident that their personal information entrusted to the Chamber is treated with the appropriate degree of privacy.

Personal information is any information via which an individual's identity can be reasonably determined. Definitions of terms in the Commonwealth *Privacy Act* (such as “personal information”) also apply in this policy. The act defines personal information as “information or an opinion..., whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.”

“Information” means personal details including names and addresses, phone numbers, email addresses, bank account details etc. “Opinion” means on any subject, e.g. personal, financial, political, etc.

Collection

The Chamber generally collects the following kinds of personal information, for the following purposes, in the course of our business.

- Names and contact details of members, so that we can keep a register of and maintain contact with those members.
- Names and contact details of participants in Chamber hospitality and events, so that we can analyse our market and for marketing purposes;
- Names and contact details of individuals with whom we do business or engage with as part of the general community; and
- Names and contact details of customers of our website and other forms of online presence or social media tools, so that we can service those customers and for marketing purposes.

Where possible, we collect that information from the individual concerned. At the time we collect information, we try to advise the individual of the relevant purpose, and obtain the individual's consent.

Whether we collect personal information from an individual or from elsewhere and whether or not we obtain written consent we will always deal with that information in accordance with this policy.

Privacy Statement

The accompanying 'Privacy Statement' forms part of this policy. This statement sets out how we protect the privacy of the individual's personal information collected in accordance with the National Privacy Principles. This statement appears on the Chamber website at www.ipswichchamber.org.au/privacypolicy

Changes to this Privacy Policy

Ipswich Chamber of Commerce and Industry's Privacy policy and procedures will be constantly reviewed and updated in accordance to any changes in the law.

Privacy Officer

An individual has the right to complain about a breach of privacy by lodging their concern or complaint with:

The Executive Officer

PO Box 251

IPSWICH QLD 4305

Email: eo@ipswichchamber.org.au

Telephone: (07) 3282 8688

Fax: (07) 3282 7471

If there is no satisfactory outcome the individual can contact the Federal Privacy Commissioner on phone 1300 363 992 or write to Director of Complaints, Office of the Federal Privacy Commissioner, GPO Box 5218, Sydney NSW 1042.

Privacy Statement

Why Ipswich Chamber of Commerce & Industry Inc. collects personal information?

Collecting personal information is essential to delivering a quality service to Ipswich Chamber of Commerce & Industry Inc.'s members and customers. If the Chamber does not collect personal information, it is unable to provide effective services to its members as well as support and manage its own volunteer staff.

How Ipswich Chamber of Commerce & Industry Inc. collects personal information?

Businesses and Individuals seeking to interact with the Chamber are asked to complete the relevant forms that collect personal information in a number of ways. These include the Internet, phone or face-to-face interviews, or via the general post.

Personal information collected by us would always be done with your consent and where possible this would be in writing. Personal information is not disclosed to any other person, Chamber organisation or any other group other than Ipswich Chamber of Commerce & Industry Inc. unless you have consented in writing.

From time to time, we may update personal information about you. This would be done by contacting you or when you contact the Chamber to make any changes or update your personal information.

How the Chamber secures personal information?

The protection of personal information is a priority to the Chamber. All reasonable precautions to safeguard personal information from misuse, unauthorised access, modification or disclosure are taken.

When personal information is no longer required or out-of-date, it is deleted from our systems and/or securely destroyed. Hard copy records of personal information are kept in our filing systems and/or on our computer databases.

You may request access to any information that Ipswich Chamber of Commerce & Industry Inc. holds about you.

We may need to make contact with you if you have accessed a service provided by us for the purpose of follow-up, evaluation or further business. The nature of any further contact with the Chamber will always be subject to your agreement.

Access to and correction of information we hold about you

We will, on request, provide you with access to the personal information we hold about you in accordance with the National Privacy Principles. We may recover our reasonable costs from you in supplying you with access to this information. If we decline to give you access in certain circumstances we will provide you with reasons for this. To request access please contact our Executive Officer.

Ensuring your personal information is up to date.

We will take reasonable steps to ensure that your personal information is accurate, up to date and complete whenever we collect or use it. You may contact us at any time to update your personal information or to tell us that the information is inaccurate or incomplete.

Do I have to be identified at all?

Whenever it is lawful and practical to do so, you may transact with us without providing personal information. This may however impact on the level of service we can provide to you.

Does my personal information leave Australia?

We may transfer your personal information to people working in our corporate group outside of Australia. We will only do this if the recipient of the information is subject to laws that are equivalent to the National Privacy Principles.

Sensitive Information

Sensitive information can be information about your racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health. We will not usually collect sensitive information. However, if we do, it will usually be for the purposes of providing our goods or services. We will seek your consent to collect sensitive information if required by the National Privacy Principles.

Online Privacy Issues

To the extent that the other sections of this Privacy Policy apply to online privacy issues, they form part of the terms of use for any website operated by us. This section of the policy provides information specifically relating to websites operated by us.

(a) Online collection of personal and aggregated data

We will collect personal information from websites operated by us where you register for email bulletin services, register as a member or purchase goods or services (including tickets to events) through the web site. We will use this information for providing the relevant service to you and in other ways described in this policy.

We may also collect other information when you access a web site operated by us - some of this is personal information and some of it is not - to optimise our goods and services including our web pages for your computer. This information will include the identity of your internet browser, the type of operating system you use, your IP address and the domain name of your internet service provider.

This information is aggregated for reporting purposes. Personal identifiable characteristics are removed and users remain anonymous unless you have provided express consent to us to recognise your usage. This data is gathered by us to examine internet trends and demographics and to assist in improving web sites operated by us, and may be provided to third parties for marketing and research purposes.

(b) Cookies

To enhance your experience with websites operated by us, many of our web pages use "cookies". Cookies are text files that a website transfers to your computer's hard drive for record keeping purposes. Web sites operated by us may use cookies to support your current activity on the web site by providing a unique identifier in order to allow our web server to distinguish your web browser from any other web browser accessing the web site and to customise the web site for you. They also allow us to follow usage patterns and compile data that may help us improve the website and targeting advertising. Cookies by themselves do not tell us your email address or other personal information. However, once you choose to provide the web site with personal information this information may be linked to data stored in the cookie.

You should adjust the settings in your web browser if you do not want information collected through the use of cookies. However, this may slow down or restrict access to parts of the web site.

(c) Links to other web sites

Some of the websites operated by us contain links to third party web sites, being advertisers, sponsors or other companies that we have a relationship with. Although a website may be linked to a website operated by us, we are not responsible for the privacy practices of the linked website. Any concern that you may have in relation to privacy policies of a linked third party website should be directed to the operator of that website.

(d) Online disclosures

From time to time we may have relationships with other companies that we allow to place advertisements on web pages of sites operated by us. As a result, when you visit a website operated by us, advertising server companies may collect information such as your domain type, IP address and clickstream information.

(e) Public forums

Websites operated by us may make chat rooms, forums, message boards and/or news groups available to you. Any information through these channels becomes public information and you should exercise caution in disclosing personal information. Whenever you disclose personal information through these channels, this information can be collected and used by others.

(f) Promotional e-mail

If you are receiving promotional e-mail from us and you no longer wish to receive this information, please e-mail us and we will ensure that you no longer receive this information.

What is a Commonwealth identifier?

A Commonwealth identifier is a Commonwealth Government or Commonwealth Government agency designated identification number such as tax file number or Medicare number. We do not use Commonwealth identifiers to identify personal information that we have collected from you.

Security of your personal information online

Generally, e-mail is not a secure way to communicate and you should be aware of this when sending personal information to us by e-mail.