

Privacy Policy

Policy and Procedure Guideline

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Drafted By	D.Millar/D.Miller	Approved by Executive on	January 2016
Responsible Person	CEO	Scheduled review date	January 2017

PRIVACY POLICY

The Concrete Institute of Australia understands the importance of your privacy and this statement outlines the Institute's policy on how we collect, use and manage personal information.

The Institute is bound by the Australian Privacy Principles contained in the Privacy Act 1988, as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The Institute will continue to review and update this Privacy Policy as required to take account of new laws and technology, changes to the Institute's operations and practices and to make sure it remains appropriate to the changing legal environment.

What kind of personal information do we collect and how do we collect it?

The type of information the Institute collects and holds includes (but is not limited to) personal information that pertain to Membership contact details (name, address, email, phone) and relevant information (name of employer, employment position, qualifications, industry sector).

In some instances applicants are required to provide their date of birth to confirm their eligibility for a particular category of Membership.

The Institute recognises your right to not provide your personal details, however this may mean that we are unable to deliver you with the services requested.

The Institute will generally collect personal information held about an individual by way of Membership applications, event registration, purchase of other resources, and from received correspondence.

In some circumstances the Institute may be provided with personal information about an individual from a third party, for example – from an employer about an employee.

How will we use the personal information you provide?

The primary purpose in collecting information from you is to enable us to provide services as per your Membership or transaction request. We will only collect and store information about you that is necessary to deliver these services or for secondary reasons that you would reasonably expect, or to which you have consented.

Who will we share your personal information with?

The information you provide will not be disclosed to third-parties except in the instances where the third-party is carrying out a function that allows the Institute to deliver on an expected service. In such instances the third-party is required to sign a confidentiality agreement with the Institute. The Institute does not permit third-parties to use information about you for any other purpose than to perform the services that the Institute has instructed them to provide.

The Institute will not disclose personal information, without your consent, for any purpose other than for the primary purpose of fulfilling our business commitments to you, except where:

- It is required or authorised by law, or for purposes of law enforcement and matters directly related to law enforcement, or the prevention of unlawful activity;
- The Institute reasonably believes it is necessary to prevent any serious and imminent threat to any person's life, health or safety or the public's health or safety.

The Institute will not otherwise disclose your personal information to any other party (including overseas entities) without your consent.

Register of Members

As a registered company (limited by guarantee) with the ASIC the Institute is bound by the Corporations Act 2001. Section 169 of the Act requires the Institute to maintain a Register of Members. Included on the register is the Member's name, address and the date they were added to the Register. Section 172 of the Act prescribes the circumstances under which parties may request to inspect the Register of Members.

How do we manage storage and security of personal information?

All of our data, including personal and non-personal information, is stored on the Institute servers. These servers are located in a secure, commercially operated, data warehouse located in Sydney, Australia. Only Institute staff and third-party providers engaged by the Institute have access to this data and multi-level security protocols prevent unauthorised access.

When you use our website, having your "cookies" enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner.

When purchasing Institute products and services via the Institute's website your financial details are passed through a secure server using the latest 128-bit SSL encryption technology. 128-bit encryption is the industry standard and is approximated to take at least one trillion years to break. The Institute does not retain or store your credit card information once a purchase has been made.

All Institute staff are trained and required to respect the confidentiality of personal information and the privacy of individuals.

How is personal information updated?

You have the right to check what personal information the Institute holds about you. You may at any time access your personal information by logging into your personal Member account. To ensure our information is accurate we encourage you to login to your account and review your personal information. Alternatively you can contact us at member@concreteinstitute.com.au or on +61 2 9955 1744.

The Institute will require you to verify your identity and specify what information you require.

Breaches of your privacy and further information

If you believe that the Institute has breached your right to privacy or would like more information on the Institute's Privacy Policy please contact us:

Attn: Membership Services Manager
Post: Concrete Institute of Australia
PO Box 1227
North Sydney
NSW 2059
Email: member@concreteinstitute.com.au
Phone: 02 9955 1744

The Institute will investigate and endeavour to resolve your complaint within a reasonable time however if you are not satisfied with the Institute's response you may lodge a formal complaint with:

Office of the Australian Information Commissioner

Web: www.oaic.gov.au
Email: enquiries@oaic.gov.au
Phone: 1300 363 992