

Policy Series-001 AIDR Privacy Policy

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1. INTRODUCTION

- 1.1. Australasian Fire and Emergency Service Authorities Council Limited (**AFAC**) has entered into a partnership with the Australian Red Cross (**ARC**) and the Bushfire and Natural Hazards Cooperative Research Centre (**BNHCRC**) to form the Australian Institute for Disaster Resilience (**AIDR**). The partnership has agreed that for general business AIDR is to be an operating division of AFAC. On behalf of AIDR, AFAC has contracted with the Australian Government through Emergency Management Australia for the delivery of a range of products and services.
- 1.2. The partnership of AFAC, ARC and BNHCRC together in this document will be referred to as Partners.
- 1.3. AIDR is committed to responsible privacy practices and complying with the Privacy Act 1988 (Cth) and the Privacy and Data Protection Act 2014 (Vic) (**Privacy Act**) including any amendments.
- 1.4. This policy sets out how AIDR complies with its obligations under the Privacy Act and how it collects, uses, stores, manages, and discloses personal information.
- 1.5. From time to time AIDR may alter this policy at its discretion, and in accordance with any changes to legislation and regulations.
- 1.6. AIDR will ensure that the latest version of this policy is available from the website at www.AIDR.org.au. It is also available by contacting the AIDR office.

2. WHAT IS PERSONAL INFORMATION

- 2.1. In this policy personal information has the same meaning as that of the Privacy Act. Under the Privacy Act, personal information means information or an opinion about an individual who is identifiable and which is recorded, whether or not it is recorded in a material form.

3. WHAT TYPES OF INFORMATION DOES AIDR COLLECT?

- 3.1. From time to time AIDR will collect and use personal information. The types of personal information collected by AIDR will depend on the circumstances.
- 3.2. AIDR may collect personal information such as: name, address, email address and telephone and fax numbers, employer and employment position.
- 3.3. AIDR collects personal information to:
 - a. provide goods and/or services to an individual;
 - b. receive good and/or services from a company or individual;
 - c. contact an individual;
 - d. consider employment applications and manage employee relations;
 - e. respond to concerns, complaints or issues raised by an individual to or about AIDR;

- f. facilitate the conduct of business transactions and operations between AIDR and an individual and/or third parties;
- g. allow AIDR to conduct its business and operations;
- h. to provide information to AIDR Partners, and their employees, contractors, and other service providers engaged by AIDR to deliver goods and services or to otherwise act on behalf of AIDR, or to provide goods and services to AIDR;
- i. provide newsletters, training resources, updates or subscription services to individuals;
- j. ensure that AIDR's websites as listed in Section 10 of this policy remain relevant to individuals;
- k. provide information based on an individuals' areas of interest.

4. HOW DOES AIDR COLLECT PERSONAL INFORMATION

- 4.1. AIDR collects most of the personal information it requires directly from the relevant individual by way of written forms voluntarily completed by an individual. AIDR may also collect personal information from individuals, by telephone, from the AIDR websites, in person or by written correspondence.
- 4.2. From time to time, where necessary, AIDR may also collect information from third parties, such as from an individual's employer or nominating organisation (such as for event attendance or committee or group members).
- 4.3. When AIDR receives unsolicited information from third parties it will check that the information is reasonably necessary for AIDR business, activities and operations. If it is, that information will be handled in accordance with this policy and take reasonable steps to notify the individual of the collection. If not, AIDR will contact the individual to obtain consent to hold the information, or destroy or de-identify the information in accordance with the Privacy Act.
- 4.4. AIDR reserves the right to collect personal information as otherwise permitted or required by law.

5. SENSITIVE INFORMATION

- 5.1. AIDR does not generally require individuals to disclose any sensitive information such as details of race, religious beliefs, etc.
- 5.2. If for any reason AIDR collects sensitive information regarding an individual (for example, collecting the health information of an individual attending an event managed by AIDR) then AIDR will only use and disclose that information for the purpose for which it was collected and as permitted by the Privacy Act and other relevant legislation.

6. USE AND DISCLOSURE OF PERSONAL INFORMATION

- 6.1. AIDR will only use or disclose information for the primary purpose for which it was collected or for a directly related secondary purpose which the individual would reasonably expect AIDR to use or disclose for the secondary purpose, and only in accordance with the Australian Privacy Principles (**APPs**).
- 6.2. AIDR may disclose personal information such as contact details for those persons who participate in group activities or research, or belong to a special interest group. However, this personal information will not be disclosed without the individual's consent.
- 6.3. Occasionally AIDR may use and disclose personal information for the purpose of direct marketing to an individual where it is permitted by law or an individual has given their consent.
- 6.4. Direct marketing involves communicating directly with an individual to promote products, services, conferences and events from AIDR. AIDR may employ a range of delivery methods – such as SMS, email, mail or telephone. Any individual can unsubscribe from AIDR direct marketing or change their contact preferences by notifying AIDR in accordance with section 14 of this policy.
- 6.5. An individual also has the option of not identifying themselves to AIDR or by using a pseudonym. However, withholding personal information, or using a pseudonym or remaining anonymous may result in AIDR not being able to provide the individual with requested services and it may mean that an individual cannot participate in some AIDR activities.
- 6.6. AIDR reserves the right under the APPs to seek the identity of an individual if it is in accordance with the law or a determination of a court or if it is impractical for AIDR to provide services to or deal with the individuals.

7. TO WHOM DOES AIDR DISCLOSE PERSONAL INFORMATION

- 7.1. AIDR may disclose personal information to third parties in accordance with this policy and the Privacy Act in connection with the purposes described above.
- 7.2. This may include disclosing an individual's personal information, including but not limited to:
 - a. Partners of AIDR (each of AFAC, ARC and BNHCRC and their employees). These Partners are also bound by the Privacy Act or other similar legislation.
 - b. AIDR contractors, including service providers, venue managers and Information Technology providers;
 - c. AIDR's accountants, lawyers, insurers and auditors;
 - d. any third parties an individual has directed or permitted AIDR to disclose their personal information to;
 - e. third parties that require the information for law enforcement to or prevent a serious threat to life, health or safety or an individual or the public; and
 - f. as otherwise permitted by law.

- 7.3. Where AIDR discloses personal information to third parties it will use reasonable efforts to ensure that such third parties only use the personal information as reasonably required for the purpose it was disclosed to them and in a manner consistent with this policy and the APPs under the Privacy Act. AIDR's efforts will include, but not be limited to, suitable privacy and confidentiality clauses in agreements with third parties to whom AIDR discloses personal information.
- 7.4. AIDR does not sell or licence an individual's personal information to third parties.
- 7.5. AIDR does not provide an individual's personal information to its Partners for any purpose other than that for which the information was provided to AIDR.

8. DOES PERSONAL INFORMATION LEAVE AUSTRALIA

- 8.1. Some of the third parties, AIDR conducts business with may be located outside Australia.
- 8.2. The countries in which these third parties are located will vary. In the course of business AIDR may disclose personal information to parties located around the world. For example AIDR may disclose personal information, such as an individual's name, to an expert or service provider whose principle place of business is located outside Australia.
- 8.3. Except where an exception applies under the Privacy Act, AIDR will take reasonable steps to ensure that overseas recipients do not breach the APPs in the Privacy Act in relation to that information.

9. EMAIL LISTS

- 9.1. AIDR may collect an individual's email address and other contact details when an individual subscribes to an AIDR mailing list. AIDR only uses this information for the purpose of sending individuals regular updates, newsletters etc about AIDR and to administer the mailing list.

10. AIDR's Websites

- 10.1. AIDR develops and manages a number of websites, all of which are covered by this privacy policy.
- 10.2. The list of AIDR websites will be updated as required. Current websites are:
 - 10.2.1. www.aidr.org.au
 - 10.2.2. www.emknowledge.org.au
 - 10.2.3. www.emschools.org.au
 - 10.2.4. ajem.infoservices.com.au
 - 10.2.5. aidr.infoservices.com.au

11. STORAGE AND SECURITY OF PERSONAL INFORMATION

- 11.1. AIDR will take reasonable steps to ensure the security both in hard copy and electronically of the personal information it collects and holds. This involves protecting the personal information from misuse, loss, unauthorised modification and disclosure.
- 11.2. All of those who work directly for AIDR are bound by a confidentiality agreement which forms part of their conditions of employment and is consistent with this policy.
- 11.3. The AIDR Partners are bound by obligations no less rigorous than AIDR for the protection of personal information.
- 11.4. The electronic databases that hold information, as well as AIDR's internal hard copy systems seek to protect the security of personal information.
- 11.5. When the personal information is no longer required AIDR will destroy it in a secure manner.

12. ACCURACY AND ACCESS TO PERSONAL INFORMATION

- 12.1. AIDR will as far as reasonably possible maintain an individual's personal information as accurate, complete and up to date.
- 12.2. All individuals are encouraged and welcome to contact AIDR to access a copy of their personal information, or to notify AIDR of corrections or updates to their personal information or its collection, use or disclosure, or if they have any questions about the collection, use or disclosure of their personal information.

13. USE OF COOKIES ON ANY AIDR WEBSITE

- 13.1. AIDR's websites allow anonymous browsing and do not require a user to identify themselves unless they wish to register for a service.
- 13.2. When using an AIDR website or through social media AIDR may collect website usage information such as the IP address an individual is using, the name of their internet service provider, their browser version, cookies, the pages of the AIDR website that were requested, the date and time of those requests and the country the individual is in. Except where provided to AIDR on the website AIDR does not collect personal information such as name, mailing address, email address or phone numbers when an individual is browsing an AIDR website.
- 13.3. AIDR will use information from its website to create aggregate statistics about usage and other related site information that does not personally identify users.
- 13.4. If an individual posts information to certain public parts of the AIDR website or to any social media pages operated by AIDR, the individual must acknowledge and accept that the information will be publicly available.

14. CONTACT

- 14.1. Any individual with questions, corrections to personal information, concerns or complaints about this Policy or its application can be directed to:

Director
Australian Institute for Disaster Resilience
Level 1, 340 Albert Street
East Melbourne VIC 3002
Telephone: (03) 9419 2388
Fax: (03) 9419 2389
Email: enquiries@AIDR.org.au
Website: www.AIDR.org.au

- 14.2. AIDR takes all matters regarding privacy seriously and will assess all questions, corrections, concerns or complaints accordingly. AIDR aims to resolve any issues in a timely and efficient manner, and will as required by the Privacy Act give reasons for its decisions under this policy.

- 14.3. If an individual is not satisfied with the outcome of AIDR's assessment or their queries, concern or complaint, AIDR will advise them to contact the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner
Address:
GPO Box 5218 Sydney, NSW 2001
Or
GPO Box 2999 Canberra ACT 2601
Or
Level 3, 175 Pitt Street, Sydney, NSW 2000
Telephone: 1300 363 992
Fax 02 9284 9666
Email: enquiries@oaic.gov.au
Website: www.oaic.gov.au