

itSMF Australia Privacy Policy

itSMF Australia Privacy Policy - Current at May 1 2014

The itSMF Australia Privacy Policy is based on the Australian Privacy Principles contained in Schedule 1 in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which amends the Privacy Act 1988.

Protecting personal information is important to the itSMF and personal information will be collected, stored and held in strictest confidence.

Personal information will only be used for the purposes it was collected or in the way that the provider has given us permission to use it.

Types of Personal Information we collect and hold

Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

We generally ask for all or some of the following types of personal information :

- Title, name, address and contact details;
- Gender;
- Date of birth;
- Credit card or bank account details.

Depending on the service you select we may also ask for other types of personal information such as:

- Employment information
- Educational qualifications
- Academic transcripts,
- Current course of study,
- Passport details,
- Birth certificate

We do not collect Sensitive Information as such. However membership of the itSMF Australia Inc as a Professional Association may in itself constitute Sensitive Information

Why we collect Personal Information

We collect personal information for the purposes of :

- (a) providing members with a comprehensive range of membership products and services and with valuable information regarding relevant products and services from the forum and appropriate contracted third parties;
- (b) providing professional development events (courses, conferences, seminars, workshops etc) for our membership and the general public;
- (c) conducting surveys to obtain a better understanding of member needs in order maintain a relevant range of membership products and services.

Consents and Notices

When collecting personal information by whatever means we will ensure that appropriate notices are given and consents obtained in accordance with the Australian Privacy Principles. Most information is collected directly from the individual concerned. We also may obtain some personal information from third party sources. In such cases we will require a

warranty from the third party that the information has been collected in accordance with Australian Privacy Principles, including notification that the information may be disclosed to us..

How we collect Personal Information

The personal information we require to deliver our products and services is usually collected directly from you. We do so:

- by using written forms
- via electronic media and means including the internet ,websites and social media and email
- by telephone
- in person to person contact (e.g. at our events and industry events)

We also collect Personal Information from third parties

We may also collect and store unsolicited personal information (personal information we receive that we have not sought to collect) if the information is reasonably necessary for our functions or activities.

Our website uses cookies to provide a number of services to you and to us, including statistics on access to us sites.

Cookies in use within our website may identify individuals who log into our sites and can collect information some of which is not considered Personal Information..Should you choose to block these cookies, you may limit your functionality within our website

Disclosure of Personal Information

We will never sell, trade, lease or rent any personally identifiable information to other organisations except as stated and agreed when collecting information from our members or from other persons.

We do reserve the right to communicate with members about the essential affairs of the Forum.

Personal information provided to us will not be disclosed to other organisations or individuals unless with the provider's express permission or when obliged to provide such information by law.

Marketing our products and services is important to us in order to fulfil our role and services to you. We use a number of direct marketing strategies and channels including email, mail, SMS, social media and telephone.

We may from time to time enter into contractual agreements with other organisations to provide services/benefits to our members. Personal information on our members may be released to such contracted third parties for the purposes that the contract was entered into. Our contracted third parties may use similar marketing strategies and channels to itSMF Australia Inc.

Members have an option available on our website to grant/withdraw consent as required. Non-members can use the unsubscribe facility attached to marketing communications or can contact the Privacy Officer listed below to unsubscribe from receiving marketing material

We do not disclose personal information to overseas recipients.

Security of Personal Information

We have processes in place to protect the personal information that we have collected and we will take all reasonable steps to protect that information.

However, there are risks in transmitting information using electronic media so we cannot guarantee the security of any information transmitted to us online and any individuals who do so, do so at their own risk.

Our websites have electronic security systems in place, including the use of firewalls and data encryption. User identifiers and passwords are also used to control access to your personal information.

Correct, update or delete personal information

Every effort is made to ensure that personal information held is current, accurate and complete. In particular, members can access, and are expected to update as necessary, their contact details and professional development activities through our website.

Access to Personal Information

Any individual has the right to seek access to personal information we hold on them.

Members can readily access and amend as necessary their own personal information by logging in to their account on our website.

Non-members can access the personal information we hold on them by contacting the Privacy Officer (details below), either in writing or by email. The person seeking access will be asked to verify their identity before the information is released.

Contracted Service Providers

Contracts with all service providers/consultants whose service involves access to personal information must be subject to contract terms that include compliance with our Privacy Policy. Specifically, third parties, such as mailing houses, which receive personal information in order to provide a service for us are required to provide an undertaking that the information will only be used for the purpose for which the information was provided.

Complaints

Any complaints concerning the collection, disclosure or handling of your Personal Information by us should be addressed to the Privacy Officer (details below). Any complaint should include

- the date, time and circumstances of the matter,
- how you believe your privacy has been invaded and
- how you seek to resolve the complaint.

The Privacy Officer will attempt to resolve your complaint within 5 business days but this timeframe may be extended if further information is required from you and/or an involved third-party.

If your complaint is not resolved to your satisfaction you are encouraged to refer it to the Office of the Australian Information Commissioner.

Privacy Officer

Mr Bruce Harvey
Executive Officer
itSMF Australia Inc.
T: 03 9879 5466
E: bruce.harvey@itsmf.org.au

Address: Suite 4, 45-51 Ringwood Street, Ringwood Victoria 3134.