



Privacy Policy

1. Purpose

HIA is committed to protecting privacy. HIA provides this Policy under the Privacy Act 1988 (Cth) to provide details about HIA's practices in relation to the collection, use, disclosure and handling of personal information.

2. Scope

This Privacy Policy is governed by the Australian Privacy Principles under the Privacy Act 1988 (Cth). This Policy applies to the collection, storage, maintenance and disposal of personal information gathered from participants as part of the delivery of services to HIA customers.

3. Background

HIA is bound by the Australian Privacy Principles contained in the Privacy Act (Cth.) 1988.

The Australian Privacy Principles became law effective from 21 December 2001.

Under the Australian Privacy Principles, most business organisations including HIA are subject to strict laws regulating how we deal with information we receive concerning both members and consumers. These apply to the collection, use, storage, security, access to and disclosure of information concerning a member or a consumer;

4. Definitions

'Australian Privacy Principles' means the Principles under the Schedule 1 of the Privacy Act 1988 (Cth).

'Sensitive information' means sensitive information as defined under the Privacy Act 1988 (Cth).

'Personal information' means personal information as defined under the Privacy Act 1988 (Cth).

5. Legislation

Privacy Act 1988 (Cth)

6. Policy

6.1. Collection of Personal Information

We collect personal information when persons:

- a. register for membership;
- b. interact with HIA through the phone, in person or via email where personal details are provided;
- c. purchase or subscribe to our products or services;
- d. subscribe to an HIA mailing list;
- e. lodge a complaint against HIA members under the HIA Code of Ethics;
- f. enter HIA competitions or promotions; or
- g. apply for positions at or contracting services to HIA.

We collect and store personal information to:

- a. keep a membership database and verify the identity of members
- b. carry on a business of providing products and services to customers;
- c. keep a record of business transactions for necessary purposes such as orders, accounts, audit, tax, refunds and exchanges;
- d. analyze our business transactions in order to improve our products and services;
- e. communicate with existing customers to offer products or promotions which may meet the needs of the customer ;
- f. investigate complaints in accordance with procedures outlined in HIA's Code of Ethics;
- g. comply with the law or to use information as permitted under the law.

We collect and hold following types of personal information:

- a. contact details that may include names, business names, addresses, email addresses, fax numbers and phone numbers;
- b. optional personal information that has been provided by customers, including interests in a particular area, dietary requirements, gender or age; and
- c. optional surveys that provide personal information .

6.2. Cookies

We may, from time to time, use 'cookies' which are small data files placed on your machine or device to store information.

We use cookies in many ways including:

- a. authentication cookies that monitor whether you are logged in or not;
- b. session cookies that allow you to remain logged in and keep track of your activities until the browser shuts down;
- c. persistent cookies that help us monitor our services by recording your browser activities and which do not expire upon browser shut down; and
- d. flash cookies to personalise your experience.

We use cookies for many reasons including but not limited to:

- a. improving the Website's performance by reporting any errors that occur;
- b. provide statistics about how the Website is used;
- c. remembering settings that you used on our Website;
- d. identifying that you are logged into the Website;
- e. linking to social networks like Facebook and Twitter; and
- f. providing ads that are tailored to you.

Please note that although cookies do not generally store personal information, they may contain your IP address. However you are effectively anonymous to us because the data is collected in aggregate.

You may disable and delete cookies in your browser if you do not want us to use cookies but doing so may detract from your enjoyment of our Website.

6.3. Security

We use a database management system to store most of the personal information and it contains security features, such as encryption, firewall and anti-virus, to ensure the protection and integrity of our data.

6.4. Disclosure of Personal Information

Except as required by law, HIA discloses personal information only for purposes that are reasonably related to HIA's Business and Association activities, and for which we have your actual consent or where you would reasonably expect HIA to do so.

As part of its membership and business services HIA may use your information to:

- a. promote a Member's business through various media such as websites, member directories and the like and;
- b. offer you products, services and information relevant to your business from both HIA and other commercial providers, in various ways including by electronic messages.

HIA will not disclose your personal information to third parties for payment, profit or advantage without your consent.

HIA may disclose personal information to third parties, from time to time, to assist in conducting business, including:

- a. technology service providers including internet service providers or cloud service providers;
- b. couriers such as Australia Post;
- c. data processors that analyse our website traffic or usage;
- d. agents that perform functions on our behalf, such as mailouts, debt collection, marketing or advertising;
- e. where a person consents to the disclosure in writing or where that person would reasonably expect HIA to do so;
- f. our related bodies corporate; and
- g. to persons, entities or courts as required under the law.

6.5. Direct Marketing to You

We will not send you unsolicited commercial electronic messages in contravention of the Spam Act 2003 (Cth).

We may use the non-sensitive information you gave us for the purpose of promoting and marketing our Business to you if we:

- a. use the information that you reasonably expected us to use for promoting and marketing our Business to you; and
- b. provide you a simple method to opt-out.

We will not contact you to promote or market our Business if you requested us not to.

6.6. Accessing Your Personal Information

You may request access to your personal information that we hold and we will:

- a. verify your identity;
- b. inform you of, and if you agree, charge you the reasonable cost of meeting your request, if any, but not for the request itself; and
- c. on receipt of payment, if any, and within a reasonable period of time, comply with your request.

We may refuse to allow you to access your personal information if we are not required to do so under the Australian Privacy Principles.

6.7. Correcting Your Information

You may request to correct your personal information that we hold and we will update your personal information so that it is up-to-date, accurate, complete, relevant and not misleading.

HIA Members may change their details online on our Website.

6.8. How to Contact Us

If you would like to access or correct your personal information, please contact us by:

- a. email: enquiry@hia.com.au
- b. writing to: HIA, 79 Constitution Avenue Canberra ACT 2612; or
- c. phone: 02 6245 1300 .

6.9. Complaints

If you believe we have breached the Australian Privacy Principles under the Privacy Act 1988 (Cth) or a registered Australian Privacy Principles Code, you may lodge a complaint as follows:

- a. firstly, contact us in writing to the email or postal address in clause 8.5 and include the following in your complaint:
 - i. your contact details;
 - ii. section or provision of the Australian Privacy Principles or Code that you believe we breached; and
 - iii. our practice or policy that you believe breaches the relevant Australian Privacy Principle or Code,
- b. you must allow us a reasonable time, about 30 days, to reply to your complaint; and
- c. secondly, you may complain to the Office of the Australian Information Commissioner if:
 - i. you are not satisfied with our response; or
 - ii. we do not respond to you within a reasonable time without sufficient explanation.

7. Notifiable Data Breaches

HIA will notify the Office of the Australian Information Commissioner (OAIC) and affected individuals if HIA has a data breach within the meaning of the Act.

8. Related Policy, Procedure and other Documents

HIA Training Privacy Policy

HIA Membership Forms