

Privacy Policy

Alpine Valleys Community Leadership Inc is committed to the delivery of quality services while adhering to all relevant legislation and standards.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

This policy explains the types of personal information that we may collect and hold, how that information is used and with whom the information is shared. This policy also explains how you can access and correct the personal information we hold about you, and how you can complain about any suspected privacy breach. Nothing in this privacy policy limits any of our other obligations under law.

What is personal information and how do we collect it?

Personal information is information or an opinion that identifies an individual. Personal information that we collect and securely store may include your name, current and previous addresses, telephone numbers, e-mail addresses, details of your business and other information we require to perform our services for you.

Personal information that is entered into the AVCL Inc. system will only be used for the purpose disclosed by us, and as authorised by you to perform our services for you. Access to this information by third parties can only be granted by you, unless it is otherwise specified in this policy, or we are legally compelled to provide the information.

If you choose not to provide personal information, we may not be able to provide the services you require at an acceptable standard.

We may collect personal information:

- from data supplied by you or your organisation
- in verbal and written communication with you and other employees of your organisation
- from third parties including customers, contractors, consultants, related companies or your representatives

- via our website www.avclp.org.au
- from publicly available sources of information
- when we are required to do so by law
- from our own records

Where AVCL Inc. collects your personal information, we will take reasonable steps to notify you of:

- the purpose for which we are collecting the information
- the third parties to whom we may disclose the information of that kind

AVCL Inc. will only collect sensitive information where it is reasonably necessary for our core functions or activities.

AVCL Inc. will enable you to access our website, make general enquiries or complete surveys without having to identify yourself.

Unsolicited personal information is personal information we receive that we have taken no active steps to collect. If the information we receive is not required for the business to perform one or more of our services or activities, the business will destroy or de-identify the information as soon as practicable.

Use of website cookies

We use cookies to monitor the use of some of the features on our website. This is for the purpose of monitoring transactions and maintaining security. Most internet browsers are set to accept cookies. You can adjust your internet browser settings so that your browser rejects cookies, or to notify you when they are being used. Rejecting cookies may limit the functionality of our website.

Use of personal information

Your personal information may be used by us or our associates to:

- provide products and services to you
- collect payments and to administer your account
- promote our other products and services to you
- provide you with updated or new information about our products and services

- for development of existing and new products and services
- maintain and update our infrastructure and systems

In providing our products and services, or collecting and using your personal information, your personal information may be disclosed to third party organisations including:

- Regional Leadership
- information technology service providers
- conference or event organisers
- marketing, printing and communications agencies
- mail, freight and courier services
- our legal, accounting or other professional advisors
- regulatory, government and other authorities as required by law
- where agreed to our partners and sponsors to enable them to provide information about their products and services.

Use of personal information

By agreeing that we provide you with services, you consent to us using the personal information supplied to us in any of the ways specified.

Accuracy of personal information

AVCL Inc. takes reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide.

We recommend that you:

- let us know if there are any errors in your personal information
- keep us up to date with changes to your information

Security of personal information

We take reasonable steps to protect the personal information that we hold from misuse and loss and from unauthorised access, modification or disclosure.

You can also help to protect the privacy of your personal information by keeping passwords secret and by ensuring that you log out of our website when you have completed your transactions. If you become aware of any security breach, please contact AVCL Inc. as soon as possible.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of 7 years.

AVCLP Inc. is not responsible for the privacy or security of data utilised and stored by third party providers.

Access to personal information

You may access the personal information we hold about you, update and/or correct it, with some exceptions as allowed by law. AVCL Inc. will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal information. To protect your personal information, we may require identification from you before releasing the requested information to you.

If we refuse your request, or if we refuse to give you access in the manner you requested, the business policy is to provide you with written confirmation of the reasons for our refusal and the available complaint process.

For any personal information access requests, please contact our office via the contact details provided below.

Opting out of communications

By providing us with your contact details, your consent to receive communications and direct marketing will remain current until you advise us otherwise. However, you can opt out at any time by contacting us (details below) or by using the unsubscribe facility that we include in our electronic messages such as e-newsletters.

Complaints

If you have a complaint about how we have collected, stored or used your personal information, please contact AVCL Inc. We will endeavour to deal with your complaint and take any steps necessary to resolve the matter within 10 business days of receiving the complaint. If your complaint is unable to be resolved within 10 business days, we will advise you in writing, including letting you know when we expect to provide our response.

If you are unhappy with our response, you can refer your complaint to the Office of the

Australian Information Commissioner.

Please contact AVCL Inc. (details below) if you have any queries about the personal information that the Business holds about you or the way we use or disclose that personal information.

Contact us

By Mail: PO Box 937 Wangaratta 3676

Email: office@avclp.org.au

M: 0417 348 547