

UAC Privacy Policy

We are covered by the Federal *Privacy Act* and its National Privacy Principles (NPPs), which set out standards for the collection, use, disclosure and handling of personal information.

Personal information is essentially information or an opinion about a living individual whose identity is apparent or can reasonably be ascertained from the information or opinion (eg a name and address). Our privacy policy applies to any personal information we collect, use or disclose after 21 December 2001. It does not apply to our employee records.

Definitions

The National Privacy Principles as summarised by the Privacy Commissioner are:

NPP1 - Collection

Collection of personal information must be fair, lawful and not intrusive. A person must be told the organisation's name, the purpose of the collection, that the person can access their personal information and what happens if the person does not give the information.

NPP2 - Use and disclosure

An organisation should only use or disclose information for the purpose it was collected, unless the person has consented, or the secondary purpose is related to the primary purpose and a person would reasonably expect such use or disclosure, or the use is for direct marketing in specified circumstances, or in circumstances related to public interest, such as law enforcement and public or individual health and safety.

NPP3 - Data quality

An organisation must take reasonable steps to make sure personal information it collects, uses or discloses is accurate, complete and up to date.

NPP4 - Data security

An organisation must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification and disclosure.

NPP5 - Openness

An organisation must have a policy document outlining its information-handling practices and make this available to anyone who asks to view this document.

NPP6 - Access and correction

An organisation must give an individual access to personal information it holds about the individual on request, subject to some important exceptions.

NPP7 - Identifiers

An organisation must not adopt, use or disclose an identifier assigned by a Federal Government agency.

NPP8 - Anonymity

Organisations must give people the option to transact anonymously whenever it is lawful and practicable to do so.

NPP9 - Transborder data flows

An organisation can only transfer personal information to a recipient in a foreign country in circumstances where the information will have appropriate protection.

NPP10 - Sensitive information

An organisation must not collect sensitive information unless the individual has consented, it is required by law, or in other special specified circumstances (for example, where it relates to health services provision and individual or public health or safety).

How and why we collect personal information

We collect personal information to be able to provide various services to our members.

We also use it to help develop and identify products and services that may interest our members, conduct market or consumer satisfaction research, develop, establish and administer alliances and other arrangements with other organisations in relation to promoting, administering and using our products and services.

How we use and disclose personal information

We do not use or disclose personal information for any purpose that is unrelated to our services and that you would not reasonably expect (except with your consent).

We have a duty to maintain the confidentiality of our members' affairs, including personal information. Our duty of confidentiality applies except where disclosure of your personal information is with your consent or compelled by law.

We take reasonable steps to ensure your personal information is accurate, complete and up to date whenever we collect or use or disclose it. If the required personal information is not provided, we, or any involved third parties may not be able to provide appropriate services.

What we expect of you and third parties with whom we deal

When you provide us with personal information about other individuals, we rely on you to have made them aware you will or may provide their information to us, the purposes we use it for, the types of third parties we disclose it to and how they can access it (as described in this document). If it is sensitive information we rely on you to have obtained their consent. If you have not done either of these things, you must tell us before you provide the relevant information.

If we give you personal information, you and your representatives must use it only for the purposes we agreed to.

Where relevant, you must meet the requirements of the National Privacy Principles set out in the *Privacy Act 1988*, when collecting, using, disclosing and handling personal information on our behalf. You must ensure your agents, employees and contractors meet the above requirements.

Security of your personal information

We endeavour to protect any personal information we hold from misuse and loss, and to protect it from unauthorised access, modification and disclosure.

We maintain computer and network security; for example, we use firewalls and other security systems such as user identifiers and passwords to control access to computer systems.

Transfer of information overseas

We may transfer your personal information overseas where necessary to provide our service. For example, we sometimes use the internet to collect and process information. In most cases, we only do this with your consent.

Opting out

If we send you any information about services or products, or you do not want us to disclose your personal information to any other organisation (including related bodies corporate) you can opt out by contacting feedback@uac.org.au.

How to contact us

If you wish to gain access to your personal information, or you want us to correct or update it, or you have a complaint about a breach of your privacy, or any other query relating to our privacy policy, please contact us at feedback@uac.org.au.