



## Canberra Business Chamber – Privacy Policy

### Overview

Canberra Business Chamber Limited and all its related entities, including programs delivered on behalf of ACT Government, are committed to conducting business in a manner which is safe, ethical, professional and compliant with the law.

This Privacy Policy:

- sets out how Canberra Business Chamber will comply with its obligations under the Australian Privacy Principles and the *Privacy Act* 1988 (Cth) (**Privacy Act**);
- describes the purposes for which Canberra Business Chamber may collect, use and disclose *personal information*.<sup>i</sup> Subject to any applicable exceptions, it applies whenever Canberra Business Chamber receives personal information about you, either directly or indirectly, through the use of Canberra Business Chamber products or services, or through our business activity; and
- covers how you can communicate with Canberra Business Chamber in relation to personal information that Canberra Business Chamber may hold about you (including how you can ask Canberra Business Chamber to correct your personal information and the means to make a complaint if you have a concern about how Canberra Business Chamber has managed your personal information).

### Collection of personal information

Canberra Business Chamber will only collect personal information by lawful and fair means, and this information will only be used for the purposes it is collected.

The type of personal information collected by Canberra Business Chamber about you will depend on our interaction with you. For example, more information may be required from you where you request an investigation to be conducted by Skills Canberra, than is required for the purposes of receiving generic information.

### Collection from you

It is Canberra Business Chamber's usual practice to collect personal information directly from you when products and services are used, or when you are entering



into an arrangement with Canberra Business Chamber, or membership is being processed.

### **Collection from third parties or public sources**

In some instances, Canberra Business Chamber may collect personal information about you from third parties or publicly available sources. For example:

- information about you from websites; or
- whether you are a Secure Local Jobs Code certified body.

### **Collecting sensitive information**

Canberra Business Chamber will not usually collect *sensitive information*<sup>ii</sup> about individuals.

However, information of this nature may be collected where:

- we are required to do so under a law that applies to our business;
- we have obtained an individual's consent to do so;
- we are otherwise permitted by law to do so; or
- an individual applies for a job with Canberra Business Chamber.

### **Collecting information required by law**

Canberra Business Chamber also collects personal information where we are required to do so by an Australian law or court or tribunal order.

### **Use of personal information**

Canberra Business Chamber may use your personal information to keep you informed about our products and services, and the products and services of third parties with whom Canberra Business Chamber has a relationship (where they are relevant to your continued use of those products and services).

Information about the way and frequency with which you use our products and services may be used by Canberra Business Chamber for purposes of quality control and to develop and improve the products and services that we are able to offer.

Canberra Business Chamber may collect and hold your personal information (and share that information with related entities) for reasons including:

- to identify you;



- the provision of requested products or services and benefits gained in relation to that product or service;
- management and administration of ongoing products and services;
- assessing your employment suitability;
- obtaining credit reports from a credit reporting agency to assess applications for credit or a cheque cashing facility;
- to assist Canberra Business Chamber in adhering to regulatory requirements; and
- to fulfil our legal obligations under legislation and/or common law

### Marketing

Canberra Business Chamber may collect and use personal information to promote and market third parties' or our own products and services, promotions and upcoming events (including, for example, by way of direct mail, telemarketing, targeted digital advertising, SMS, MMS messages, and notifications and alerts to your mobile device).

Canberra Business Chamber will only send you such marketing information if:

- you have indicated your consent to receiving such information;
- such information is related to the purpose for which Canberra Business Chamber originally collected the personal information; or
- when otherwise permitted to do so under relevant laws.

Canberra Business Chamber may send marketing information to keep you informed of our products and services, promotions, special offers and the like.

You may opt out of receiving direct marketing communications by following the directions in our direct marketing material. For example, by using the unsubscribe facility in our email correspondence, the opt-out facility for SMS messages, or at any time by contacting us (see contact information below).

Canberra Business Chamber may use external service providers to assist us in these marketing activities.

### Security

Canberra Business Chamber may collect and use personal information about you for security purposes, including:



- collecting information from your passport, driver's licence or other identification document/card when you enter the premises or undertake particular transactions; or
- using information from your passport, driver's licence or other identification document/card, to match with personal information we hold about you.

Details of suspected or actual illegal and undesirable activities and other security-related information may be shared with law enforcement bodies and regulatory bodies such as the regulators in the Australian Capital Territory. This may include both disclosure of your personal information by us, and the receipt of your personal information by us.

### **Information collected from your electronic devices**

When you visit the Canberra Business Chamber website, or use our other online resources, we may use cookies, single pixels tags and similar tracking technologies, including a range of tools provided by third parties such as Facebook and Google, to collect or receive information and then use that information to:

- provide better online experiences;
- deliver more relevant and targeted advertising; and
- develop reports on matters such as usage trends and visitation data. These reports may then be shared with third party marketing partners.

The information collected and used may include your Internet Protocol (IP) address; domain name; browser type; date and time of your request; your internet service provider, mobile carrier, or data services provider; and your online behaviour, such as information on the pages you visit, links you click, features you use, how and when you interact with the services, the content, images and advertisements you select.

If you use a mobile device to access our websites or online resources, we may collect information about your device, such as your device ID and device type, as well as usage information about your device and your use of our mobile websites and other mobile resources.

Most internet browsers and mobile devices can be set to inform you when tracking technologies are being used or sent to your device. They also provide you with the option of refusing the use of tracking technologies, however, this may



negatively impact the display or function of certain areas or features of our services.

### Disclosure of personal information

As required by law or for enforcement purposes

- Canberra Business Chamber may disclose personal information where:
- required, or authorised, to do so by or under law<sup>iii</sup>; or
- disclosure is reasonably required to enforce the law, or for *enforcement related activities*<sup>iv</sup> conducted by or on behalf of an *enforcement body*<sup>v</sup>.

### Sharing information with other organisations

Canberra Business Chamber may disclose personal information to another organisation for particular purposes that are important to help us operate our business.

We will not sell your personal information to organisations outside Canberra Business Chamber.

Canberra Business Chamber will only give another organisation or entity access to your personal information when:

- the other organisation is providing services to us that help us to operate our business or to provide a product or service to you;
- there is another business reason for us to provide your personal information to that organisation; or
- we are required or permitted by law to provide your personal information to that organisation.
- Where practical, Canberra Business Chamber requires these organisations to agree to this Privacy Policy, meet strict conditions on the use of personal information, and to comply with the Australian Privacy Principles in the use, storage and disclosure of personal information.

The organisations with whom we may share your personal information include those that assist us:

- to provide, manage or administer the products and services that we offer. This includes service providers (such as mail house providers, printers and advertising agencies), postal services, call-centres, customer research agencies and our advisers;



- to maintain, review, and develop our business systems, procedures and infrastructure, including testing or upgrading our computer software;
- with reviews of our business operations and structure; and
- with developing and planning new products and services.

Canberra Business Chamber may share personal information with another organisation in relation to potential or threatened legal proceedings or disputes (whether between you and that organisation or between us and that organisation), including for the purposes of gaining legal advice, or to take action considered appropriate in relation to suspected unlawful activity or serious misconduct, including investigating any such alleged activity.

Canberra Business Chamber may also share personal information with an organisation where we have obtained the individual's consent.

### **Security of personal information**

Canberra Business Chamber will take reasonable steps to protect your personal information and monitor that it is accurate, up-to-date and, when that personal information is used or disclosed, relevant to the purpose for which the information is being used or disclosed.

Your personal information is held on secure servers or in storage located in controlled environments.

Canberra Business Chamber employees and service providers are required to maintain the confidentiality of any personal information held by us.

### **Access to and correction of personal information**

You may request details of the personal information that Canberra Business Chamber holds about you by contacting our Privacy Officer (see details below).

A copy of your personal information will generally be made available to you within 30 days unless there is an exception which applies under the Privacy Act<sup>vi</sup>. We may also require personal identification from you before providing you with any requested details.

If we intend to charge you a fee for us to find the information you have requested, we will inform you of this cost before we provide the information to you.



If you find that any personal information we hold about you is inaccurate, incomplete or out-of-date, please contact our Privacy Officer. It may take up to 30 days to update our records.

### **Making a privacy complaint**

Should you wish to complain about a breach of the Privacy Act by Canberra Business Chamber, please submit the complaint, in writing, to our Privacy Officer (see details below).

Any complaint should set out in as much detail as possible, all the relevant particulars relating to the complaint, including why you say that Canberra Business Chamber has breached the Privacy Act.

Upon receiving a written complaint, Canberra Business Chamber will acknowledge receipt of the complaint in writing within 7 days.

Canberra Business Chamber will investigate the matters described in the complaint and then provide a substantive written response within 30 days from the date the written complaint was received by Canberra Business Chamber.

### **How to contact Canberra Business Chamber**

If you have a question in relation to your personal information or this Policy, or wish to lodge a complaint, please contact us using the details below:

#### **Privacy officer**

Workplace Relations Manager  
Canberra Business Chamber  
PO Box 6308  
O'CONNOR ACT 2602

or

Email: [info@canberrabusiness.com](mailto:info@canberrabusiness.com)  
Attention: Workplace Relations Manager

### **Administration of this Policy**



The Workplace Relations Manager is responsible for maintaining this Policy.

Canberra Business Chamber reserves the right to amend this Policy or any part of it from time to time. In addition, this Policy will be reviewed annually.

Any amendments to this Policy will be approved by the Chief Executive Officer.

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<sup>i</sup> **Personal information** means information or an opinion about an identified individual or an individual who is reasonably identifiable. This may include (without limitation) an individual's name, postal or email address, telephone number, driver's license, date of birth, image and financial details;

<sup>ii</sup> **Sensitive information** is a subset of *personal information* and includes information about an individual's:

- racial or ethnic origin;
- political opinions;
- membership of a political association;
- religious beliefs or affiliations;
- philosophical beliefs;
- membership of a professional or trade association;
- membership of a trade union;
- sexual preferences or practices,
- criminal record; or
- health.

<sup>iii</sup> This may include disclosures, where authorised by law, to government agencies such as the Australian Taxation Office, Centrelink and the Child Support Agencies.

<sup>iv</sup> **Enforcement related activity** means:

- the prevention, detection, investigation, prosecution or punishment of criminal offences; or breaches of a law imposing a penalty or sanction;
- the conduct of surveillance activities, intelligence gathering activities or monitoring activities;
- the conduct of protective or custodial activities;
- the enforcement of laws relating to the confiscation of the proceeds of crime;

- the protection of the public revenue;
- the prevention, detection, investigation or remedying of misconduct of a serious nature, or other conduct prescribed by the regulations; or
- the preparation for, or conduct of, proceedings before any court or tribunal, or the implementation of court/tribunal orders;

<sup>v</sup> **Enforcement body** includes (among others):

- the Australian Federal Police;
- the Australian Crime Commission;
- the Australian Prudential Regulation Authority;
- the Australian Securities and Investment Commission; and
- a police force or service of a State or Territory;

<sup>vi</sup> See, for example, Australian Privacy Principles at

<https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/>