



A U S T R A L I A N  
R E T A I L E R S  
A S S O C I A T I O N

## Privacy Statement and Policy

### Privacy Statement

The Australian Retailers Association (“the ARA”) is a registered industrial organisation under the *Workplace Relations Act 1996*. The ARA is covered by 10 National Privacy Principles, the NPPs, as set out in the *Privacy Act 1988* (amended by the Privacy Amendment (Private Section) Act 2000).

The ARA at all times handles the personal information we collect, use or disclose in a responsible way, that ensures individuals a degree of control over their own personal information.

To comply with our obligations under the NPPs, we have a Privacy Policy that sets out how we manage privacy in our organisation. You are welcome to receive more information about the Policy.

### Privacy Policy

(For the attention of individuals whose personal information may be collected by this organisation)

The ARA takes its obligations under the *Privacy Act* seriously and would like to take reasonable steps in order to comply with the Act and protect the privacy of the personal information that we hold. This policy sets out how we intend to do so.

#### 1. Information Collected

As a member-based employer association the ARA provides a range of business services to our members. As part of the provisions of these services to members we collect and hold personal information, which may include:

- Contact details, email addresses, names, addresses, position held, and/or title of member-nominated contacts;
- Where a member is also an individual, a record of the individual's membership of our association;
- A record of those individuals who sit on our council and minutes of those council meetings, which can include personal information;
- A record of those individuals who nominate councilors at council elections;
- A record of the purchase of publications and attendance at seminars by individuals and the means by which they pay for these publications and seminars;
- A record of confidential advice provided to individuals working for our members;
- Personal information about some of our members' employees and employment histories, in circumstances where we have been instructed to act, represent, advise or negotiate on behalf of our members in various tribunals or in disputes over entitlements with trade unions, the government or solicitors. Some of this is sensitive information;
- Personal information about a range of business people we deal with in the provision of our services, such as name, position, the organisation worked for and contact details;
- A record of application made for job and traineeship seekers;
- A record of feedback from organisations where ARA trainees participate in on-the-job training;
- A record of both internal and external emails as outlined in our email policy; some of these emails may contain personal information;
- A record of the personal details of our contractors and external consultants, including contract and payment details;
- A record of entrants in competitions such as the Young Retailer of the Year and the Hairdressing Championships;
- A record of advice provided to consumers, where a complaint has been made to us as an industry body;
- A record of members and their employees participating in members services such as the Vehicle Buying Services;

#### 2. Why we collect it

The ARA only collects personal information that is necessary for one or more of our activities or functions as an employer organisation and in providing a range of membership services to our members.

The ARA may use collected personal information to market to an individual that is the contact person for our member, products and services of benefit to our members, unless individuals or members have expressed to us that they do not want such marketing offers or materials made available to them. In these circumstances, the personal information of such individuals will be used for the sole purpose of providing the service for which the individual provided the information.

The ARA will in each direct marketing communication with an individual make individuals aware that they can express a wish not to receive any further communications. Such a wish may be expressed at any time, even if the individual has

previously consented to the receipt of such material. The ARA reserves the right to keep a record of such requests for the sole purpose of ensuring we are able to comply with any such request.

### 3. *Who do we disclose this information to?*

On occasion, the ARA, in providing services to our members, makes available the services in conjunction with other organisations. Any personal information collected in these circumstances will only be disclosed to any third party organisation with the express consent of the individual.

The ARA also contracts out some of our member recruitment functions to organisations contracted for this purpose and some of our training services, some marketing activities, some tenancy services and events services are also contracted out. The ARA on occasion uses external mailing houses and external printers for our publications, we use contractors for the storing of archive information and the disposal of recyclable paper. Telstra and others provide fax stream services to the ARA.

These organisations and the individuals who work for them have agreed to abide by the ARA Privacy Policy and the National Privacy Principles in the way they handle any personal information collected, held, used, disposed of or disclosed by the ARA for the purpose of any ARA functions or activity they are contracted to perform and not otherwise. The failure of any contractor or external consultant to abide by the National Privacy Principles, this Policy and their contracted privacy obligations to the ARA may lead to them having their contracts cancelled or not have their contracts renewed with the ARA.

Any other disclosure of personal information will only be where required or authorised by law.

### 4. *Access to your personal information*

The ARA provides access to the personal information that we hold about you. Access will be provided in accordance with our *Access Policy*. If you require access to your personal information please contact the ARA Privacy Officer in your state. The ARA Privacy Officer will forward to you an access request form, which you will be required to complete, and a copy of our Access Policy.

### 5. *Complaints*

If you have any complaints about our privacy practices or wish to make a complaint about how your personal information is managed please contact the ARA Privacy Officer in your state. Complaints will be handled under the ARA's *Privacy Complaints Policy*. The ARA Privacy Officer can forward a copy of this policy and a Complaints Form to you.

### 6. *Storage*

We will take all reasonable steps to protect the security of the personal information that we hold. This will include appropriate measures to protect electronic materials and materials stored and generated in hard copy from tampering or interference by outside sources or unauthorized use by employees or agents of the ARA.

### 7. *Legal reasons why we collect the personal information*

We collect certain personal information in order to comply with our legal obligations under the Workplace Relations Act 1996.

### 8. *What happens if you choose not to provide the information?*

You are not obliged to give us your personal information. However, if you choose not to provide the ARA with that information then we may not be able to provide you with the service you require.

### 9. *Overseas*

The ARA does not transfer any personal information about any individual to any foreign country.

### 10. *ARA Privacy Officer*

The ARA has appointed a Privacy Officer who can be contacted:

(02) 9290 3766      (02) 9262 1464 (fax)

All enquiries on this policy, requests for access, requests for correction and complaints must be referred to the Privacy Officer.