



ALIA Privacy Policy

In accordance with clause 1.3 of Australian Privacy Principle 1 (open and transparent management of personal information), in Schedule 1 of the *Privacy Act 1988* (the Privacy Act)¹, this is the Australian Library and Information Association's (ALIA) Privacy Policy. It has effect from 12 March 2014.

ALIA proudly represents the Australian library and information sector as the peak body for professionals, staff, institutions, vendors, educators and other stakeholders. ALIA has offices in Canberra and is represented in each State and Territory.

In this privacy policy, personal information and sensitive information (a sub-set of personal information), have the same meanings as defined in subsection 6(1) of the Privacy Act, namely:

personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a. whether the information or opinion is true or not; and
- b. whether the information or opinion is recorded in a material form or not.

sensitive information means

- a. information or an opinion about an individual's:
 - i. racial or ethnic origin; or
 - ii. political opinions; or
 - iii. membership of a political association; or
 - iv. religious beliefs or affiliations; or
 - v. philosophical beliefs; or
 - vi. membership of a professional or trade association; or
 - vii. membership of a trade union; or
 - viii. sexual orientation or practices; or
 - ix. criminal record;

that is also personal information; or

- b. health information about an individual; or
- c. genetic information about an individual that is not otherwise health information; or

- d. biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
- e. biometric templates.

ALIA's collection, holding, use and disclosure of personal information

ALIA holds several classes of personal information (some of which include sensitive information). ALIA may collect information from membership applications and renewals, from registrations for training and conferences, through its public consultation or guidelines portals, its website and its online shop front.

The information is held in, on or as:

- Membership database
- Training registration database
- Conference registration database
- Professional Development database
- General correspondence
- Complaint files Finance records
- Request for Tender and contract information
- Personnel and staffing files; and
- Subscription database and webforms.

How do we use your information?

We collect, use and exchange your information so that we can:

- Establish your identity and assess applications for membership
- Price and design our services
- Administer our products and services
- Manage our relationship with you
- Conduct and improve our business and improve the member experience
- Comply with our legal obligations
- Identify and tell you about our activities that may interest you.

No sale of personal information

Under no circumstances will ALIA sell or receive payment for licensing or disclosing your personal information.

Who do we exchange your information with?

We exchange your information with other companies who manage and deliver some of our services to members.

We may exchange your information with third parties where this is permitted by law.

Third parties include:

- E-list providers
- Bulk email delivery providers, such as Mailchimp
- External conference and training registration system providers.

Gaining access to your personal information held by ALIA, and requesting the correction of any errors

You have the right to request access to any of your personal information held by ALIA and to request corrections.

If you would like to request access to your personal information you can contact ALIA on (02) 6215 8222, by email to enquiries@alia.org.au or by writing to the following address:

The Chief Executive Officer
ALIA
PO Box 6335
KINGSTON ACT 2604

If, after reviewing your personal information, you consider that it contains errors, or requires amendment, you can request that these errors be corrected or the amendments be made.

To do this you should contact ALIA, enclosing the relevant information and setting out the corrections or amendments sought, with appropriate supporting documentation.

Disclosure of personal information to overseas recipients

ALIA currently uses third party conference and registration products which operate from overseas locations. In order for registrations to occur personal

information is disclosed to overseas recipients. All third parties have assured ALIA that personal information is secured and will not be provided to any other party.

The locations of overseas recipients

The following are companies currently used by ALIA:

- Reg Online- for training and conference registrations
- Mailchimp- for bulk email
- EMWD- for e-lists.

Information collected through ALIA's website

Membership and web forms

Membership personal details are obtained when membership applications and renewals are completed online or by mail. These details are retained in the membership database.

If you subscribe to any of our regular electronic publications, the personal information you submit through the subscription form will be used solely by ALIA and will not be disclosed to anyone.

There are security risks associated with the transmission of information via the Internet. ALIA has taken reasonable steps to safeguard against unauthorised access, use, modification or disclosure of personal information we hold electronically. Before deciding whether to use this facility you should make your own assessment of the potential risks to the security of your information.

Cookies

ALIA uses 'cookies' for maintaining contact with a user through a website session. A cookie is a small file supplied by us and the web browser software on your computer when you access our site. Cookies allow us to recognise you as an individual as you move from one of our web pages to another.

All cookies will be immediately lost when you end your internet session and shut down your computer. Our copy of your information will be automatically deleted 20 minutes after you last use our website. This information is only used to help you navigate our website systems more efficiently, not to track your movements through the internet, nor to record private information about you.

When you visit the ALIA website, ALIA makes a record of your visit and logs the following information for statistical or systems administration purposes:

- your server address
- your top level domain name
- the date and time of access to the site
- pages accessed and documents downloaded
- the previous site visited
- type of browser used.

This information is analysed to show broken links in our website, bottlenecks, and other site problems. We use this information to maintain our site for your efficient use.

No attempt will be made to identify anonymous users or their browsing activities unless ALIA is legally compelled to do so, such as in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Internet Service Provider's log files.

Making a privacy complaint if you believe that ALIA has breached the Australian Privacy Principles

If you wish to complain that the ALIA has breached one of the Australian Privacy Principles you can contact ALIA on (02) 6215 8222, by email on enquires@alia.org.au, or by writing to the following address:

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Box 6335
KINGSTON ACT 2604

Your privacy complaint should be in writing and set out as much detail as possible and include any supporting documentation. You may make a privacy complaint anonymously, or by using a pseudonym. However, you should realise that if you wish to communicate with the ALIA in this way, our ability to fully investigate and deal with the complaint may be restricted.

How ALIA will deal with your privacy complaint

The ALIA will usually respond to your complaint within 30 calendar days and provide you with its response in writing.

If ALIA takes more than 30 days to respond to your privacy complaint (without your prior agreement), or you are not satisfied with ALIA's response, you may then take your privacy complaint to the Office of the Australian Information Commissioner (OAIC). A complaint can be made to the OAIC using the online form available at this link: <https://forms.business.gov.au/aba/oaic/privacy-complaint/>

Would you like a printed copy of this Privacy Policy?

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ALIA
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KINGSTON ACT 2604