



victoriantransportassociation<sup>inc.</sup>

# Privacy Policy

## **VTA Privacy policy**

### **1. We respect your privacy**

- 1.1. The Victorian Transport association (VTA) respects your right to privacy and is committed to safeguarding the privacy of our employees, members, customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988. This policy sets out how we collect and treat your personal information.
- 1.2. "Personal information" is information we hold which is identifiable as being about you. This includes:
  - Name;
  - Business name;
  - Business title/role;
  - Address;
  - Telephone numbers;
  - Email details;
  - Credit card details;
  - Business details, including number of employees, turnover, number of vehicles.

### **2. Collection of personal information**

- 2.1. The VTA will, from time to time, collect your personal information directly from you, unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in ways including:
  - Email;
  - telephone;
  - registration and attendance forms (including online forms) for events, meeting attendance and training;
  - our website;
  - current or previous employers;
  - third party sources (e.g. credit reporting bodies, law enforcement agencies and other government entities). When we receive personal information from third parties we will protect it as set out in this Privacy Policy;
  - or provided by other means.
- 2.2. You may directly provide information such as your name, employer, phone number, address and email address.
- 2.3. We may collect additional information at other times Including, but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your contact or email preference, respond to surveys, or communicate with our member support.
- 2.4. Additionally, we may also collect any other information you provide while interacting with us.

### **3. Website**

- 3.1. When you visit our website

When you come to our website ([www.vta.com.au](http://www.vta.com.au) and [www.vwma.com.au](http://www.vwma.com.au)) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

### 3.2. Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to undertake analysis of website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

### 3.3. Third party sites

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that the VTA is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

## 4. Use of your personal information

- 4.1. The VTA may use personal information collected from you to ensure our member contact register is accurate.
- 4.2 The VTA may use personal information collected from you to enable us provide you with information, including:
  - Industry updates;
  - advising and enrolling in upcoming training;
  - advising and enrolling in upcoming events;
  - to provide you with access to the protected area of our websites and our services;
  - we may also make you aware of new and additional products, services (including those offered by our associate supplier members) and opportunities available to you;
  - we may use your personal information to improve our products and services and better understand your needs.
- 4.3. The VTA may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.

## 5. Disclosure of your personal information

- 5.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably

necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

- 5.2. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- 5.3. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of the VTA, our web sites, its customers or third parties.
- 5.4. Information that we collect may, from time to time, be stored, processed in or transferred between parties located in countries outside of Australia.
- 5.5. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

## **6. Direct marketing materials**

We may send you direct marketing communications and information about our services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS and email, in accordance with applicable marketing laws, such as the *Spam Act 2003* (Cth). If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below).

## **7. Security of your personal information**

- 7.1. The VTA is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss, unauthorised access, modification and disclosure.
- 7.2. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

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

- 8.1. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988. A small administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [admin@vta.com.au](mailto:admin@vta.com.au).
- 8.2. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act. For example if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality.

## **9. Complaints about privacy**

- 9.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to PO Box 5 South Melbourne, 3205. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **10. Privacy or data breach**

- 10.1 The Privacy Amendment (Notifiable Data Breaches) Act 2017 established the Notifiable Data Breaches (NDB) scheme in Australia. The NDB scheme applies from 22 February 2018.
- 10.2 The NDB scheme will introduce an obligation for organisations to notify individuals whose personal information is involved in a data breach that is likely to result in serious harm. In this context, serious harm refers to serious physical, psychological, emotional, financial or reputational harm to an individual or individuals.
- 10.3 If a suspected or known data breach occurs, the VTA or its officers will initially respond and work with the affected area to contain further access or disclosure of the data.
  - 10.3.1 The VTA or its officers will then work to determine whether serious harm is likely from the suspected or known breach.
  - 10.3.2 If serious harm is likely from the data breach, The VTA or its officers will immediately notify the affected individuals to advise that a suspected or known data breach has occurred which includes their personal information, and actions are being undertaken to limit or mitigate the harm as much as possible.
  - 10.3.3 The VTA or its officers will also prepare a statement to the OAIC via the NDB Statement – Form (available from [www.oaic.gov.au](http://www.oaic.gov.au)) notifying the following to the OAIC:
    - The VTA’s identity and its contact details;
    - a description of the breach and actions being undertaken to limit the breach;
    - the type of information concerned;
    - recommended steps for the affected individuals.
  - 10.3.4 The VTA will then work with OAIC on any recommendations or directions from the Information Commissioner relating to the breach.
  - 10.3.5 The VTA will review the incident to determine possible causes of the breach and revise its internal policies and/or procedures to prevent reoccurrence. Possible actions will include updating policies and procedures relating to records management.

## **11. Changes to Privacy Policy**

Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

**Policy Issued**                **13<sup>th</sup> March 2019**  
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