

# PRIVACY POLICY

This privacy policy sets out the personal information that the Institute of Public Administration Australia Div NSW Inc. (**IPAA**) collects, and how IPAA collects, holds, uses and discloses the personal information. It also explains how an individual may seek to access or correct their personal information or make a privacy complaint.

Changes to this privacy policy will be posted at this location. This privacy policy was last updated 22/11/2022.

## Collection, Use and Disclosure of Personal Information

In order to provide our services, we collect personal information of members and users of our website (together, **Members**). This information will include a Member's name and contact details and may also include date of birth, gender, employment status and details (including income bracket, role, organisation, GEN number, classification and grade), age range, details about the Member's IPAA membership, the Member's reason for joining IPAA, the IPAA networks the Member is interested in joining and any testimonials the Member provides. This personal information is generally collected directly from the Member, such as when they are applying to be an IPAA member or registering for an IPAA event. This collection may occur via email, telephone or online forms located on our website. Where a Member is part of a corporate or other group membership, we may also collect the Member's personal information from our contact from that corporate or group for the membership.

We collect, use and disclose the personal information for the purpose of:

1. providing Members with professional development and networking opportunities that meet their needs, including sending Members information about such opportunities;
2. improving the user experience in relation to our website;
3. administering memberships of IPAA;

4. data collection about IPAA's community, such as analysing the use of our services and events; and
5. marketing our services and events.

For the purposes above, we may disclose a Member's name, role, organisation and email address to Government departments that the Member works with or who host an event a Member attends. We may also disclose a Member's name, role and organisation as part of a participant list to participants in IPAA events. We do not currently disclose Member's personal information overseas.

Testimonials provided by Members are shared on an anonymous basis.

We may also collect personal information that Members share on our online networking platforms. This information is collected and stored for the purpose of providing the online networking platforms and as a record of what has been said on the platforms.

### Security and Storage of Personal Information

We hold the personal information securely in our electronic database. We do not use a third-party storage provider. We may link personal information with other information we hold about Members.

If you are providing personal information via an email or an online form you should be aware that there are some risks to transmitting data via the Internet. IPAA uses encryption for personal information submitted via the online form on its website.

### Access and/or Correct Personal Information

You have a right to request to access and/or correct your personal information. If you would like to make such a request, please contact us using the contact details at the end of this privacy policy. We may ask you to provide evidence of your identity before we deal with your request.

We will deal with your request to access and/or correct your personal information as soon as is practicable after we receive it (usually within 30 days). While we will not charge you for making a request to access your personal information, we may require you to pay our reasonable costs of providing you with that information. We will not charge you for making a request to correct your personal information or for our costs of correcting your personal information. You can also access and update some of your personal information by logging into your account on our website.

## Complaints

If you would like to make a complaint about our handling of your personal information, or have a query or concern about our handling of your personal information, please contact us using the contact details at the end of this policy.

We may ask you to put your complaint in writing. We will investigate and respond to your complaint as soon as is practicable after we receive it (usually within 30 days).

If you are not satisfied with our response to your complaint, you can refer it to the Office of the Australian Information Commissioner.

## Contact Us

If you have any questions about our handling of your personal information, wish to request to access or correct your information, or wish to make a privacy complaint, please contact us using one of the methods below:

### Postal Address

GPO Box 904 Sydney NSW, 2001

### Phone Number

02 8066 1900

### Email Address

[info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au)