
A statement about privacy

THE AUSTRALIAN CERAMICS ASSOCIATION (TACA) seeks to protect the privacy of the personal information we collect and hold whilst carrying out TACA's activities. TACA is bound by the National Privacy Principles (Principles) in the Privacy Act 1988 (Cth) (Act).

We have written this statement to explain:

- what types of personal information we might collect
- how we use personal information
- when we will disclose personal information to others
- how we manage and secure personal information, and
- how you can access personal information that we hold about you.

This statement is not intended to go beyond the law, and it does not form part of any contract. From time to time, we may review and update this statement to reflect changes to the law, technology or our organisation.

What types of personal information do we collect?

TACA only collects 'personal information' (as defined under the Act) that is necessary for its activities. Most commonly, the information collected may include names, addresses, email addresses, telephone and fax numbers, and bank account or credit card numbers.

We do not usually collect 'sensitive information' (as defined under the Act), including information about your racial or ethnic origin, religious beliefs or affiliation, or health. We will only collect sensitive information where you consent or if the collection is required by law. Sensitive information will only be shared where TACA is required by law or disclosure is necessary to prevent threats to health, life or safety of any individual.

How do we collect your personal information?

We collect most of your personal information directly from you, for example when you send us correspondence by email or in writing, deal with us over the telephone or in person.

How do we use your personal information?

In most cases, if we ask you to provide information about yourself it is because we need that information to provide you with the service you want. We may use your personal information:

- provide you with services
- provide ongoing support or help manage services, for example if you have a query about it
- communicate with you

- provide information about our services that we believe would interest you (which you can tell us not to do at any time)
- seek donations and or support for fundraising
- help us run our organisation, for example to improve our services or our security, train staff or undertake marketing activities, and
- comply with legal obligations.

When will we disclose your personal information to others?

TACA aims to confine its disclosure of personal information to the primary purpose for which it has been collected. This means TACA will primarily disclose personal information in order to provide its services. We may also disclose your personal information outside the TACA for the purpose for which the information was collected, or for a related purpose – for example when disclosure is necessary to complete a transaction on your behalf, provide you with a service you have requested, help us with the running of our organisation, or for security reasons.

We may provide your personal information to anyone we are required by law to disclose it to, and unless you request us not to, we may provide your personal information to third parties (who may in turn provide your information to other third parties) for marketing purposes.

How we manage and secure personal information?

We have appointed a Privacy Officer to be responsible for the management of personal information we collect. We have security systems in place to protect your personal information and have directed our staff that personal information must be:

- dealt with in accordance with this statement, and
- kept secure from unauthorised access or disclosure.

Updating personal information that we hold about you

We aim to keep all personal information we hold both accurate and up-to-date and encourage you to tell us if you change your contact details.

If you believe that the information we hold about you is incorrect, incomplete or out-of-date, please contact our Privacy Officer.

If we no longer require your personal information, we will generally destroy or de-identify that information.

How you can access personal information that we hold about you?

You may seek access to personal information that we hold about you by contacting us.

If you make a request for access to your personal information, we will ask you to verify your identity and specify what information you require. We may also charge a reasonable fee to cover our costs of supplying you with access to this information.

In some circumstances, we are entitled to deny access, for example if providing access would impact unreasonably on the privacy of others or prejudice negotiations in which we are involved. If we do refuse access, we will let you know the reasons for our refusal.