



ALPA Privacy Policy

Scope

This document sets out ALPA's Privacy Policy in relation to the handling of personal and sensitive information.

Purpose

The ALPA Privacy Policy sets out the information handling practices for ALPA, including our website.

We strive to manage personal information in a best practice way while enabling us to better serve our membership and the community.

Personal information means information or an opinion, true or false and whether recorded in a material form or not, about an identified or reasonably identifiable individual.

This Privacy Policy sets out how ALPA complies with its obligations under the Privacy Act.

Company Policy

ALPA is bound by the Australian Privacy Principles (APPs) set out in Privacy Act. ALPA will only collect, use or disclose personal information in accordance with the Act and this Privacy Policy.

Application

The policy applies to all employees and contractors of ALPA.

Implementation

Information Held

ALPA currently holds some information in relation to its employees, contractors, Members and non-members. This information includes, but is not limited to:

- Tax file numbers;
- Information relating to the personal background of these workplace participants (such as their home address, email address, sex, date of birth, nationality, languages spoken, their employment history, their educational qualifications, any illnesses and details of contact people in the event of any emergency);
- Information documenting the work history of these workplace participants (such as their letter of appointment and bank account details as well as records of any salary adjustments, written warnings, salary sacrifice documents and sick leave taken);
- Membership information such as Members' contact details, including address, email address, legal, accounting and training contract details;

- Course enrolment information from Members and non-members and records of the courses completed;
- Event application information from Members and non-members including sensitive information such as dietary or mobility requirements; travel bookings and image (video or photographs) or sound recordings;
- Information supplied in completing ALPA Young Auctioneer Competition nomination forms and ALPA Agency Award application forms (such as name, contact details, gender, career history, date of birth, auctioneer's licence/certificate number, referee comments).

There are a variety of reasons why ALPA is required to hold this information. These reasons include:

- Ensuring that both ALPA and any workplace participants are meeting their obligations under relevant legislation as well as their contract of employment;
- Ensuring the health, safety and welfare of workplace participants at times when they are performing work for ALPA; and
- Allowing appropriate insurance coverage for these workplace participants.

While ALPA does contract out some of its services, any of the above information will not be disclosed to any contractors without the prior consent being obtained from any affected individual.

There may be certain circumstances where ALPA is contacted in relation to some or all of the above personal information for example, when an ALPA employee has applied for a loan with a financial institution and that financial institution contacts us to verify details of income being received or term of employment. ALPA's policy in relation to providing this information is to allow the information to be provided by the ALPA CEO with the express written permission of the employee.

ALPA does not give information about employees or Members to other government agencies, organisations or anyone else unless one of the following applies:

- Employee / Member has consented;
- Employee / Member would expect ALPA to, or ALPA has told you they will;
- It is required or authorised by law;
- It will prevent or lessen a serious and imminent threat to somebody's life or health; or
- The disclosure is reasonably necessary for law enforcement or for the protection of public revenue.

Collection

It is our usual practice to collect personal information directly from the Member or non-member.

Sometimes ALPA will collect personal information from a third party or a publicly available source, but only if the individual has consented to such collection or would reasonably expect ALPA to collect their personal information in this way.

Uses of Personal Information

ALPA only uses personal information for the purposes for which it was given, or for purposes which are directly related to one of ALPA's functions or activities. ALPA will not use personal information for any purpose which would not reasonably be expected unless it is consistent with the Privacy Act.

ALPA may use sound and image recordings of our events to enable us to improve our events, and for promotional purposes. An opt-out option will be provided at the time of application if a participant does not want their voice or image to be used.

Marketing Communications

ALPA sends marketing material to Members and non-members about whom we have records in order to provide information about the products and services that ALPA provides that will be of personal and/or professional benefit. These products or services may extend beyond those provided by ALPA and include special offers from third parties.

ALPA provides the chance to opt-out of receiving marketing material in communications we have, such as forms, letters or emails, or it is possible to contact ALPA using the details below or log-in to our website at www.alpa.net.au

Website

This section applies to our website under the domain name alpa.net.au

Google Analytics is used to collect a range of information about interactions with our website. Google Analytics collects the information using a number of techniques including cookies and Java Script.

The information collected includes IP address, domain name, date and time of visit, the pages visited and time spent on each page, whether you have visited the site before and what site referred the visitor to the web page. We use this information to evaluate the effectiveness of our website and the level of interest in particular pages.

Information about how Google handles personal information is available at <http://www.google.com.au/intl/en/policies/privacy/>.

It is possible to opt out of the collection of information via Google Analytics by downloading the Google Analytics Opt-out Browser Add-on.

Our website may contain links to other sites. We are not responsible for the privacy practices or policies of those sites and we suggest reviewing their privacy policies.

Email

Emails sent to ALPA will have that address recorded automatically by our email messaging system for the purpose of replying to that email. However for normal communication the email address provided with the membership application/renewal, unless a different email address is advised, will be used.

When we send emails or other electronic messages, we may record information about interactions with the email including when and where the message was opened and click on particular links. This helps us to better understand what information is of interest and to improve the content.

Disclosure of Personal Information

ALPA does not give personal information to other government agencies, organisations or anyone else unless one of the following applies:

- Employee / Member has consented;
- Employee / Member would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies;
- It is required or authorised by law;
- It will prevent or lessen a serious and imminent threat to somebody's life or health;
- It is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

ALPA may rely on third party suppliers or contractors to provide specialised services such as web hosting, cloud computing technology and data storage services. If personal information is provided to these suppliers and contractors in order to enable them to perform the agreed tasks, every effort will be made to ensure that the supplier or contractor handles the personal information in accordance with the Act and the APPs. We will also require all suppliers and contractors to provide privacy undertakings and enter into confidentiality agreements.

Overseas Disclosure

Some ALPA contracted service providers are located in other countries including the US, UK and Singapore. Where a service provider is used that hosts personal information in other countries, steps are taken that are reasonable in the circumstance to ensure that the host does not breach the APPs.

Security of Personal Information

Personal information may be stored in hard copy documents or electronically. ALPA is committed to keeping personal information secure and safe. We will review and update our security measures from time to time to ensure we address such risks as misuse, interference, loss, unauthorised access, modification or disclosure of personal information.

In addition, we will review the personal information and sensitive information held by us from time to time, ensuring that information which is no longer needed for a purpose for which it was initially collected is destroyed or de-identified. ALPA holds most information about Members and non-members for seven (7) years.

Data Quality

ALPA takes steps to ensure that the personal information it collects is accurate, up to date and complete. These steps include maintaining and updating personal information when advised by individuals that their personal information has changed, and at other times as necessary.

Access and Correction

If an employee or Member requests access to the personal information that ALPA holds about them, or requests that ALPA change that personal information, ALPA will allow access or make the changes unless ALPA considers that there is a sound reason under the Privacy Act, Freedom of Information Act or other relevant law to withhold the information.

Requests for Access and Complaint Resolution Mechanism

In the event that an individual has a question, concern or complaint regarding the way in which ALPA handles their personal information, they should contact the ALPA Privacy Officer direct at:

Australian Livestock and Property Agents Association Ltd
Level 6, 2 Barrack St
Sydney NSW 2000
Email: admin@alpa.net.au

ALPA takes privacy concerns seriously. If an individual considers there has been a breach of the APPs, they are entitled to complain to ALPA. We will acknowledge receipt of a complaint within two (2) business days.

ALPA will investigate the complaint and attempt to resolve it within twenty (20) business days after the complaint was received. Where it is anticipated that this timeframe is not achievable, we will provide an estimate of how long it will take to investigate and respond to the complaint.

If considered ALPA has not adequately dealt with a complaint, a complaint may be made to the Office of the Australian Information Commissioner
Telephone: 1300 363 992, Email: enquiries@oaic.gov.au

Responsibilities

The ALPA CEO is responsible for the establishment, approval and ongoing sponsorship of this policy.

ALPA employees are responsible for adhering to this policy.