

Privacy Statement and Policy

Privacy Statement

Chamber of Commerce & Industry Queensland (CCIQ) is covered by 10 National Privacy Principles, the NPPs, as set out in the Privacy Act 1988 and amended by the Privacy Amendment (Private Sector) Act 2000.

To comply with our obligations under the NPPs, we have a Privacy Policy which sets out how we manage privacy in our organisation. You are welcome to receive more information about the Policy.

Privacy Policy

Purpose of the Policy

Chamber of Commerce & Industry Queensland (CCIQ) takes its obligations under the Privacy Act seriously and has taken all reasonable steps in order to comply with the Act and protect the privacy of the personal information that we hold. This policy sets out how we do this.

Privacy and confidentiality

CCIQ may collect and hold the following personal information:

- Your name
- Address/es
- Email address
- Telephone number, including mobile telephone number
- Fax number
- Occupation
- Other information which may be collected when you visit our website to read or download information, which may include your server address, domain name, the date and time of your visit to our site, the pages viewed and the information downloaded.

CCIQ collects, uses and discloses the information in accordance with our Collection Statement.

Access to your personal information

CCIQ, in the appropriate circumstances, will provide access to the personal information that we hold about you. Access will be provided in accordance with our *Access Policy*. If you require access to your personal information please contact The Privacy Officer at info@cciq.com.au or:

Privacy Officer
Chamber of Commerce & Industry Queensland
375 Wickham Terrace
Spring Hill Q 4000

Complaints

If you have any complaints about our privacy practices or wish to make a complaint about how your personal information is managed please contact our Privacy Officer.

Complaints will be handled under CCIQ's *Privacy Complaints Policy*.

Storage

We will take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

Collection Statement

Chamber of Commerce & Industry Queensland (CCIQ) will not collect personal information unless the information is necessary to enable us to undertake our activities. We will advise you when we are collecting personal information from you, for what purposes we are collecting it, and how we will use it.

The information is collected for the purpose of:

- Providing you with services
- Promoting our additional products and services to you
- Organisation of conferences, functions, seminars etc.

Disclosure

CCIQ will only usually disclose this information to:

- Our accountants and auditors.
- Suppliers

We take measures to protect the information by contract obligations and arrangements. We may collect information in order to comply with our legal obligations.

What happens if you choose not to provide the information?

You are not obliged to give us your personal information. However, if you choose not to provide CCIQ with the personal details we may not be able to provide you with the full range of our membership and other services or process your payment in a particular way.

Access

In the appropriate circumstances, you can gain access to the personal information that CCIQ holds about you. If you wish to do so please refer to our Access Policy or contact our Privacy Officer.

Sources of information

Where possible, CCIQ will collect personal information directly from the customer. Where personal information was collected from another party, CCIQ will take reasonable steps to inform that individual of the collection.

Access Policy

This policy is directed to those individuals whose personal information is held by Chamber of Commerce & Industry Queensland (CCIQ).

Purpose

The purpose of this Policy is to set out how CCIQ will provide access to your personal information. The Policy is part of our Privacy Policy and our desire to provide for, maintain and give effect our privacy obligations.

Overriding principles

At all times the conduct under this Policy will be governed by the following principles:

- All requests for access will be treated seriously
- All requests will be dealt with promptly
- All requests will be dealt with in a confidential manner
- Your request to access your personal information will not effect your existing obligations or effect the commercial arrangements between you and CCIQ.

Form of Access

CCIQ will provide access by allowing you to inspect, take notes of or receive copies or print outs of the personal information that CCIQ holds about you.

You can make your request in writing by contacting:

Privacy Officer
Chamber of Commerce & Industry Queensland
375 Wickham Terrace
Spring Hill Q 4000

To obtain access you will have to provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

When will Access be denied?

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access discloses a '*commercially sensitive*' decision making process or information; or
- providing access would pose a serious and imminent threat to life or health of a person;
- any other reason that is provided for in the National Privacy Principles (NPPs) set-out under the Privacy Act.

Where possible, Chamber of Commerce & Industry Queensland (CCIQ) will favour providing access. We may do so by providing access to the appropriate parts of the record or by using an appropriate '*intermediary*'.

Where there is a dispute about the right or forms of access these will be dealt with in accordance with Chamber of Commerce & Industry Queensland (CCIQ) 's *Grievance Policy*.

Time

We will take all reasonable steps to provide access within a reasonable time of your request. In cases where the request is not complicated or does not require access to a large volume of information, we will provide information more quickly.

Costs and charges

CCIQ may impose the following charges:

- Photocopying – \$2 per page
- Delivery cost of information stored off-site – where information is stored off-site, the cost of obtaining access to the information \$35 per hour
- Access to electronic databases – \$35 per hour

Privacy Complaints: How we handle privacy complaints

Introduction

Chamber of Commerce & Industry Queensland (CCIQ) sees the importance of privacy to the organisation, its customers and other stakeholders. As such CCIQ is committed to protecting the privacy of the personal information that we hold. This is part of our organisation's:

- a) Legal obligations under the Privacy Act 1988
- b) Ethical and business obligations
- c) Service to you

CCIQ places high priority on effectively dealing with any complaints dealing about privacy that you may have.

Overriding principles

At all times the conduct under this policy will be governed by the following principles:

- a) All complaints will be treated seriously
- b) All complaints will be dealt with promptly
- c) All complaints will be dealt with in a confidential manner
- d) The privacy complaint will not affect your existing obligations or the commercial arrangements that exist between this organisation and you.

Who may complain under this policy?

If you have provided us with personal information you have a right to make a complaint, have it investigated and dealt with under this policy.

What is a privacy complaint?

A privacy complaint relates to any concern or dispute that you have with our privacy practices as it relates to your personal information. This could include matters such as:

- a) How personal information is collected
- b) How personal information is stored
- c) How this information is used or disclosed
- d) How access is provided.
- e) How accurate the information is that we hold

What do I do if I have a complaint about privacy practices?

CCIQ resolves grievances at the local level if possible. If you have a complaint about privacy please contact the Privacy Officer.

All complaints will be logged on a database/complaints register.

Usually your normal contact person with Chamber of Commerce & Industry Queensland (CCIQ) will be the proper person to discuss or resolve your complaint, however, if your privacy complaint is not resolved the matter will then be referred to the Privacy Officer, and then if necessary, the CEO.

You may complain orally or in writing to the:

Privacy Officer
Chamber of Commerce & Industry Queensland
375 Wickham Terrace
Spring Hill Q 4000

Grievance procedure

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable set timeframe. Once the complaint has been made, the point of contact can then resolve the matter in a number of ways:

1. Request further information and investigation: Your initial contact may request further information from you. You should be prepared to give as many details as possible including details of any relevant dates and documentation. This will enable the contact to investigate the complaint and determine an appropriate and useful solution. All details provided will be kept confidential. The complaint will be investigated. Chamber of Commerce & Industry Queensland (CCIQ) will try to do so within as soon as possible. It may be necessary to contact others in order to proceed with the investigation.
2. Discuss options: We will discuss options for resolution and if you have suggestions about how the matter might be resolved you should discuss these with your contact. The contact could also suggest other solutions or give examples of how the personal information can be revised or stored in a different way.
3. 3. Refer to CEO: If your complaint is not resolved at the local level, it will be referred to the CEO. The CEO would be provided with the history and may discuss the complaint with the employees, or other parties that are involved.
4. Resolution: You will be informed of the outcome and the reasons for the decision. If this does not resolve the complaint, the matter will be referred to a mutually agreed intermediary.
5. If after the above steps have been followed you are still dissatisfied with the outcome you may refer the complaint to the federal Office of the Privacy Commissioner.

Records

CCIQ will keep a record of your complaint and the outcome.

Anonymous complaints

CCIQ is unable to deal with anonymous complaints as we are unable to investigate properly and follow-up such complaints.

However, in the event that an anonymous complaint is received we will note the issues raised and try and resolve them appropriately

Information

For any further information about this policy please contact the Privacy Officer at info@cciq.com.au or

Privacy Officer
Chamber of Commerce & Industry Queensland
375 Wickham Terrace
Spring Hill Q 4000