

## Privacy Statement and Policy

The Hire & Rental Industry Association Ltd (HRIA) is covered by 13 Australian Privacy Principles, the APPs, as set out in the Privacy Act 1988 as amended from time to time.

To comply with our obligations under the APPs, 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

(For the attention of individuals whose personal information may be collected by this organisation)

#### Purpose of the Policy

The HRIA takes its obligations under the Privacy Act seriously and would like to take 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 intend to do so.

#### The personal information that the Organisation collects

The HRIA collects and holds the following personal information:

- Your name and business name
- Current address, email, telephone numbers and related contact details
- Other – Industry details

The HRIA takes all reasonable steps to ensure that the personal information that we hold is accurate and up-to-date. If you feel that information about you is not accurate or your details have or are about to change, please inform us and we will update your personal information.

#### Why we collect it?

The HRIA collects, uses and discloses the information in accordance with the Collection Statement.

#### Access to your personal information

The HRIA provides 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 on 1800 01 5166

#### 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 The Privacy Officer. Complaints will be handled under the HRIA's Privacy Complaints Policy.

#### Storage

The HRIA will take all reasonable steps to protect personal information that it holds from misuse and loss and from unauthorised access, modification or disclosure.

The HRIA will also take all reasonable steps to destroy or permanently de-identify personal information which is no longer needed for any purpose for which the information may be used or disclosed.

## Contract

We do not contract out data storage or processing functions. On occasions we may employ other companies to perform functions on our behalf, such as mailing distributions. In these instances we ensure appropriate confidentiality procedures are in place to protect your privacy and provide them only with the information required to perform their function.

## Collection Statement

The personal information collected is collected by the Hire and Rental Industry Association Ltd (HRIA)

The information is collected for the purpose of:

- Providing you with our membership services
- Administration purposes including processing payments and collecting debts
- We may also collect information from time to time to assist with providing members with the necessary services and additional benefits e.g. Conventions, training courses, financial and insurance services etc.

The HRIA will usually disclose this information to:

- Our insurer/s
- Supplier/s
- Members
- Related Associations

Any information provided to HRIA is used only for the provision of services to its members. It is not provided to any other third party except where necessary to provide our primary services, where required to do so by law or where your consent has been provided. In order to provide some services, products are offered in conjunction with third party partners. When you specifically request information or purchase such products, some personal information is shared with them so that they can provide the stated service.

We collect the information in order to comply with our legal obligations

## Overseas Disclosure

The only circumstance where company or personal information is disclosed overseas will be to fellow HRIA members operating in a foreign country who are current HRIA members and have agreed to abide by the HRIA Code of conduct including its Privacy Policy. The HRIA will take all reasonable steps to ensure compliance with Australian Privacy Principles.

## Unsolicited Personal Information

Where the HRIA receives personal information that it did not ask for it will, within a reasonable period, determine whether that information could have been collected lawfully if the HRIA had sought that information. Should the HRIA determine that the personal information could not have been collected lawfully it must destroy that information and de-identify it. The HRIA will ensure that unsolicited personal information is still afforded privacy protection.

## Direct Marketing

The HRIA will only use personal information for the purposes of direct marketing with the knowledge and consent of the organisation that originally provided that information. This also applies to personal information obtained from a third party.

The HRIA uses Swift Digital, an online marketing platform service provider to send and manage emails. In using this service, the company may collect personal information which may contain email addresses and other information to be used for the distribution of email campaigns and other important information.

All information collected using the Swift Digital service is the property of the HRIA and is never shared or used by third parties.

Swift Digital maintains your data in compliance with Australia's SPAM ACT 2003 and Australian Privacy Provisions.

All data is maintained within Australia and never leaves Australian jurisdiction. Where stipulated data is encrypted in transit using SSL connections. All data stored via Swift Digital is encrypted at rest.

Should you wish to contact Swift Digital, you can find contact details on the website.

### **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 the HRIA with certain personal details such as name address and contact details we may not be able to provide you with the full range of our services.

You can gain access to the personal information that the HRIA holds about you. If you wish to do so please refer to our Access Policy or contact the Privacy Officer on 1800 01 5166

### **Sources of information**

Where possible the HRIA will collect the information directly from the member.

If the personal information was collected not from the member but from another party, the HRIA will take reasonable steps to inform that individual of the Collection and provide the above Collection Statement.

### **HRIA Website**

Visitors logs are used on the HRIA Website for statistical purposes only. No attempt will be made to identify specific users or their browsing activity. De-identification data from these logs may be used to update and improve the HRIA site.

Email addresses provided via this site will only be used to respond to specific user queries and will not be added to any mailing lists, nor disclosed to any other party without users' knowledge and consent and as intended, unless required by law.

## **Access Policy**

This policy is directed to those individuals whose personal information is held by the Hire and Rental Industry Association Ltd (HRIA).

### **Purpose**

The purpose of this Policy is to set out how the HRIA 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 to your right to privacy.

## 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 affect your existing obligations or effect the commercial arrangements between you and the HRIA.

## Form of Access

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

You can request access to your personal information by contacting:  
The Privacy Officer, HRIA Ltd, PO Box 1304, MONA VALE NSW 1660. Phone 1800 01 5166

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 pose a serious and imminent threat to life or health of a person;
- 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 any other reason that is provided for in the Australian Privacy Principles (APPs) set-out under the Privacy Act.

Where possible, the HRIA will favour providing access. It 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 the HRIA's Complaints Policy, grievance procedure.

## Time

We will take all reasonable steps to provide access within 30 days 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 within 14 days.

## Costs and charges

The HRIA may impose the following charges:

- Photocopying – [\$1 per sheet]
- Delivery cost of information stored off-site – where information is stored off-site, the cost of obtaining access to the information [POA]
- Access to electronic databases – [POA]

## **Privacy Complaints:** How we handle privacy complaints (for individual customers)

### **Introduction**

The Hire and Rental Industry Association Ltd (HRIA) sees the importance of privacy to the organisation, its customers and other stakeholders. As such the HRIA is committed to

protecting the privacy of the personal information organisations: that we hold. This is part of our

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

The HRIA 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.

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

The HRIA resolves grievances at the local level if possible. If you have a complaint about privacy please contact:

The Privacy Officer, HRIA Ltd, PO Box 1304, MONA VALE NSW 1660 Phone, 1800 01 5166

You may complain orally or in writing. Usually your contact with the organisation 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 National Board of Directors.

### **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 may be investigated. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
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. **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.
4. 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**

The organisation will keep a record of your complaint and the outcome. All complaints will be logged on a database/complaints register.

### **Anonymous complaints**

The HRIA 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 the HRIA will note the issues raised and try and resolve them appropriately.

### **Information**

For any further information about this policy please contact:

The Privacy Officer, HRIA Ltd, PO Box 1304, MONA VALE NSW 1660 Phone 1800 01 5166