



SURFACE COATINGS ASSOCIATION AUSTRALIA

Council

(INCORPORATED IN SOUTH AUSTRALIA)

ABN 83 663 472 596

Privacy policy

Surface Coatings Association Australia Inc is an organisation that is, by nature, personal information-intensive. It relies on comprehensive and accurate personal information about its members with whom we deal. We have robust systems and procedures in place to protect your privacy whenever we collect, store, and use or disclose your personal information. If you do not wish us to disclose information about you to third parties, you must inform us and we will take immediate steps to implement your request.

Surface Coatings Association Australia Inc (the Association) has created this Privacy Policy and Privacy Statement in order to demonstrate its firm commitment to privacy and compliance with the [Privacy Amendment \(Private Sector\) Act 2000](#).

The Association is bound by the National Privacy Principles.

The Association reserves the right to modify this Privacy Policy at any time. If it is changed, the changes will be posted on The Association's website so that you are always aware of the sort of information collected, how the information may be used, and under what circumstances it may be disclosed by The Association.

If at any time the Association is required by law to release information about you or your organisation, the Association must cooperate fully.

Privacy Statement

What kind of personal information do we collect?

The type of information Surface Coatings Association Australia Inc collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- * Members' official and preferred names, titles, postnominals, personal awards, employer details, private and business address details, telephone and facsimile contact details both private and business, e-mail addresses, gender.
- * Members' qualifications, education and academic history, work experience and skills, occupation.
- * Membership of SCAA committees.
- * Financial details including credit card numbers, financial status of membership, and subscriptions to Surface Coatings Association Australia Inc publications and affiliated association journals.
- * Assessment records created when a member applies for a certain membership grade. This can include curriculum vitae, and qualification assessments.



SURFACE COATINGS ASSOCIATION AUSTRALIA IS A MEMBER OF COATINGS SOCIETIES INTERNATIONAL

* Participants in SCAA activities, eg conference attendees or speakers at SCAA, official and preferred names, titles, postnominals, employer details, contact details, telephone and facsimile contact details both private and business, e-mail addresses, gender.

We do not collect sensitive information such as your racial or ethnic origin, political opinions or religious beliefs.

Any information collected from non-members of the Association will be treated in the same manner as that from members

How we collect your personal information

We collect most personal information direct from you - for example, when you fill in an application form including an admission, readmission, concession or a qualifications assessment. Information may also be collected direct from you when you deal with us personally, over the telephone, send a letter, or visit the web site.

Information is collected from you when you nominate for an award, are invited to the grade of Licentiate, Associate, Fellow or Honorary Member, elected to a position on Council, Section, or a committee. Information is also collected from you when you participate in a Surface Coatings Association Australia Inc survey.

There may be occasions when a third party provides information about you, such as when you are nominated for an honour or award, or when a complaint is made against you.

How we use your personal information

We will use personal information we collect for the primary purpose for which it is collected and for such other secondary purposes that are related to the primary purpose and are reasonably expected, or for which consent has been given.

We will use your personal information to provide you with a particular product or service and to contact you about matters pertaining to membership of the Association. This includes (but is not limited to) the following:

- * Assessing membership applications.
- * Processing payments of applications and assessments.
- * Making decisions relating to nomination or election to a position on Council or Section and their committees.
- * Providing membership services such as the Surface Coatings Association Australia Inc magazine, e-news, and other member benefits.
- * Inviting you to partake in conferences, Section events, technical seminars, professional development activities and networking activities.
- * Contacting Council, Section and committee members to distribute agendas, minutes and other relevant information.
- * Communicate with you on any issues relevant to your membership or transactions with the Association.
- * Send you your subscription renewal, voting papers or other information required under the Constitution and Rules



We may use your personal information for purposes related or ancillary to the main reason we collect it, such as:

- * Internal accounting and administration.
- * Regulatory reporting and compliance.
- * Helping us to identify and inform you about other beneficial services.

In the event of a complaint against a member we use personal information provided to us to investigate the complaint and act accordingly.

Sending electronic messages to you

New changes to the law in Australia - the SPAM Act 2003 - may mean that the electronic messages we send to you may be seen as prohibited spam.

We believe the nature of our organisation, the non-commercial nature of the messages and the fact that messages are restricted to our members and people who have previously consented to be on our mailing list means that the provisions of the Act do not apply to SCAA.

However we have decided to apply the main principles of the SPAM Act 2003 to our electronic messages to you.

When we contact you by electronic messaging, having previously obtained your consent to do so, we will

1. Include clear and accurate information about who is responsible for sending the electronic message
2. Ensure that a functional unsubscribe facility is included in all electronic messages.

We will deal with all unsubscribe requests promptly.

Disclosure of your personal information

Surface Coatings Association Australia Inc may disclose personal information, including sensitive information, held about an individual to:

- * A membership committee/ board or panel to assess applications.
- * Members authorised to vote on candidates elected to office bearing positions, judging committees for professional gradings, awards and honours.
- * Members on the same committee or group.
- * The "Surface Coatings Australia" journal and the Association website for the purpose of providing contact details for Association activities.

We disclose a member's mailing details (i.e. Name and address) for the purpose of mailing to you the monthly journal "Surface Coatings Australia".

We may identify you by name and Section in photos, news items and the like in the "Surface Coatings Association" journal unless you have advised us that you do not want this information released.

We may identify by name, Company and State, attendees at Association activities in items such as Conference Delegate lists unless you tell us otherwise at the time of registration. These delegate



lists are usually only made available to attending conference delegates or authorised office bearers of the Association and are not provided to third party groups.

We may contract out some of our functions and activities. For example, we may disclose information to allow printing of renewal invoices, membership cards, and arrears notices. We may also provide names and addresses to a mailing house to mail information to you. In these situations, we prohibit the third parties from using personal information about you except for the specific purpose for which we supply it.

We may allow organisations to supply to us information/material about activities relevant to the Association and industry which we will then send to you either as a journal insert or by direct mail.

The Association will not sell, rent, trade or otherwise supply to third parties any personal information obtained from you without your consent.

Surface Coatings Association Australia Inc discloses to the public that you are a member of the Association unless you have advised us that you do not want this information released.

We treat all personal information held about you as confidential. This applies except where disclosure of your personal information is compelled by law, or with your consent.

Any information that needs to be destroyed will be done so in a secure manner.

Accuracy of your personal information

If we have accurate personal information about you, it enables us to provide you with the best possible service. We take reasonable steps to ensure that your personal information is accurate, complete and up to date whenever we collect or use it.

If you find that current personal information we hold about you is inaccurate, incomplete or out of date please contact us immediately. Alternatively, you may correct this yourself through the members zone on our website

Access to your personal information

We are able provide you with your personal information which is readily accessible and which may lawfully be provided upon request. Your request to provide information will be dealt with in a reasonable time and an administration fee may be applicable for retrieving and sending the information to you. Alternatively you may access limited personal information through our secure members zone on our website.

Security of your personal information

Surface Coatings Association Australia Inc protects any personal information that we hold about you from misuse and loss. We protect your privacy by restricting access to your personal information to those authorised office bearers, either to process information or to provide you with the services you have asked for. Our authorised office bearers are responsible for handling personal information in accordance with the Privacy Act.

Your personal information may be stored in hardcopy documents, as electronic data, or in our software or systems. We maintain physical security over our paper and electronic data stores and premises. We also maintain computer and network security. For example, we use firewalls (security measures for the internet) and other security systems such as user identifiers and passwords to control access to computer systems.



Surface Coatings Association Australia Inc will keep your information for as long as it is needed to provide you with the products and services you have requested from us. If you are no longer a member of Surface Coatings Association Australia Inc, we will archive this information to a separate secure archive file

Resolving your concerns

If you believe that the privacy of your personal information has been compromised, you are entitled to complain. If you have a complaint, contact the Privacy Officer at the following address:

The Privacy Officer
Surface Coatings Association Australia Inc
C/- the Secretariat
PO Box 563
Toorak Vic, 3142

If your complaint is not resolved to your satisfaction, inform Council by forwarding a written complaint to:

Honorary Federal Secretary
Surface Coatings Association Australia Inc
C/- the Secretariat
PO Box 563
Toorak Vic, 3142

A written complaint must include a return address, and identify the conduct that is the basis for the complaint. There are no fees for lodging a complaint.

Your consent

If you have not already done so, please identify those items that you do not wish Surface Coatings Association Australia Inc to disclose. However if you wish to avail yourself of full member services, restriction of disclosure may affect this.

