

## Privacy Policy

Onslow Chamber of Commerce is committed to ensuring the privacy and security of all personal information collected from our members, customers and other parties that make contact with us.

### What is personal information?

Personal information is information or an opinion about an individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, or is recorded in a material form or not.

### What information do we collect?

We will only collect personal information about you by lawful and fair means and not in an unreasonably intrusive manner.

When you make an enquiry or submit an application or registration to Onslow Chamber of Commerce, we will need to collect information about you so that we can offer and provide membership entitlements, events, training, professional services or to complete any other transaction. When you ring us, we may also monitor or record telephone calls for staff training and quality maintenance purposes, or to verify discussions which take place. This information includes, but is not limited to, your name, your contact details, your requirements and relevant company, business and financial information.

### What do we use your information for?

The information that you provide will be collected and saved by us. We may use this information to assess your requirements and to offer and provide membership entitlements, access to services, events and training.

There may be times where we collect specific personal data for a particular program being managed by OCCI, in this case it will be made clear why we require that personal information from you.

Data will be used for the following purposes:

#### PRINCIPAL PARTNER



Wheatstone Project

#### GOLD SPONSORS



#### SILVER SPONSORS



- Where authorized by you
- In a manner you would reasonably expect the use to occur
- To verify your identity
- Where we are required, authorized or permitted by law
- For administration of products and services to analyze and improve our services and communications to you
- To comply with laws and regulations including government contracts and training contracts
- To provide you with information about products and services
- For any purpose related and/or ancillary to any of the above or any purpose for which your personal data was provided to us

**To whom will we disclose your personal information?**

We will not sell your personal information to any third parties.

We may disclose your personal information:

- When specifically authorized by you
- To professional advisors
- To regulatory bodies and government agencies
- To training partners
- To your guardian
- As required by law or court order

We may disclose personal information for the following purposes:

- Reporting to government agencies
- To obtain professional advice
- To comply with training requirements
- To comply with regulatory or legal requirements
- Credit reporting and checks
- To comply with laws or court order

### **What happens if you don't provide us with your personal information?**

As a general principle, you will provide us with your personal data entirely voluntarily; there are generally no detrimental effects for you if you choose not to consent or to provide personal data. However, there are circumstances in which OCCI cannot take action without certain of your personal data, for example this personal data is required to process your instructions or orders, provide you with access to an offering or newsletter. In these cases, it will unfortunately not be possible for us to provide you with what you request with the relevant personal data.

### **How do we hold your personal information and manage the data quality and security of your personal information?**

We will take reasonable steps to ensure:

- Personal information that we collect, hold, use and disclose is accurate, complete and up to date, relevant and not misleading
- To protect the personal information that we hold from misuse, interference and loss and from unauthorized access, modification or disclosure by storing it in secure servers
- Where permitted by law, destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted

### **How long we retain your data**

If you leave a comment on the website, the comment will stay there indefinitely. All users can see, edit or delete their personal information. Website administrators are also able to see and edit that information.

If the personal data is in relation to a particular program, we will only retain your information for the life of that particular program and then the information will be permanently deleted.

### **Third Parties**

At times OCCI may use Third Party platforms to collect your data such as Survey Monkey, in these cases we will ensure your personal data is permanently deleted from these platforms and the end of the particular program also.

If we will be sharing your personal data with any other third party you will be made aware of this prior to sharing your personal information.

## **Reviewing Your Data**

Please contact us if you would like to seek access to or correct the personal information we hold about you:

- By Email: [executive@onslowcci.com.au](mailto:executive@onslowcci.com.au)
- By Phone: 9184 6182

We will, if practicable, generally provide you with access to your personal information and will take reasonable steps to amend any personal information about you which is inaccurate or out of date. We will provide you with reasons if you cannot access your personal information or the information cannot be updated.