

# Australia-Taiwan Business Council

## Privacy Policy

### 1 Introduction

This policy explains how and why we collect, use, hold and disclose your personal information.

"We", "us" and "our" means Australian-Taiwan Business Council Limited ACN 160 107 639 of Level 29, 25 Martin Place, Sydney NSW 2000.

You consent to us collecting, holding, using and disclosing your personal information in accordance with this policy.

### 2 What is personal information?

Personal information is any information or an opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be personal information regardless of whether it is true.

### 3 Remaining anonymous

You have the right to remain anonymous or use a different name (pseudonym or alias) when interacting with us. However, it may not always be possible for this to occur. For example, when we assess your eligibility for a program or service, or when we are authorised or required to deal with you as an identified individual, you may have to provide certain personal information. We will inform you if you are unable to remain anonymous or use a pseudonym when dealing with us.

### 4 What personal information do we collect and hold?

We collect information about you and your interactions with us, for example, when you apply for membership or to participate in a program conducted by us (whether alone or in conjunction with other organisations). The information we collect from you may include your identity and contact details, your personal or professional history and details of enquiries or complaints you make.

We use cookies on the website. A cookie is a small text file that the website may place on your device to store information. We may use persistent cookies (which remain on your computer even after you close your browser) to store information that may speed up your use of our website for any of your future visits to the website. We may also use session cookies (which no longer remain after you end your browsing session) to help manage the display and presentation of information on the website. You may refuse to use cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of the website.

### 5 Why do we collect, hold and use your personal information?

We collect, hold and use your personal information so that we can:

- (a) manage our relationship with you;
- (b) contact you, for example, to respond to your queries or complaints, or if we need to tell you something important;
- (c) comply with our legal obligations and assist government and law enforcement agencies or regulators; or
- (d) identify and tell you about programs, events or services that we think may be of interest to you.

If you do not provide us with your personal information, we may not be able to provide you with our services, communicate with you or respond to your enquiries.

## 6 How do we collect your personal information?

We will collect your personal information directly from you whenever you interact with us.

## 7 How do we store and hold personal information?

We store most information about you in computer systems and databases operated by either us or our external service providers. Some information about you may be recorded in paper files that we store securely.

We implement and maintain processes and security measures to protect personal information which we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure.

We will also take reasonable steps to destroy or de-identify personal information once we no longer require it for the purposes for which it was collected or for any secondary purpose permitted under the Australian Privacy Principles.

## 8 Who do we disclose your personal information to, and why?

We may disclose personal information to external service providers or organisations with whom we partner so that they may perform or assist in rendering services for us or on our behalf.

We may also disclose your personal information to others where:

- (a) we are required or authorised by law to do so;
- (b) you may have expressly consented to the disclosure or the consent may be reasonably inferred from the circumstances; or
- (c) we are otherwise permitted to disclose the information under the Privacy Act.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

## 9 Do we disclose personal information to overseas recipients?

We may disclose your personal information to recipients which are located outside Australia. Those recipients are likely to be located in Taiwan.

## 10 Do we use your personal information for marketing?

We will use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to. These products and services may be offered by us or other business partners with whom we work.

Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by emailing us with the words "Unsubscribe". communication.

## 11 Access to and correction of your personal information

You may access or request correction of the personal information that we hold about you by contacting us. Our contact details are set out below. There are some circumstances in which we are not required to give you access to your personal information.

There is no charge for requesting access to your personal information, but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

We will respond to your requests to access or correct personal information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate, up to date and collected.

## 12 Complaints

If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your personal information, you should contact us. Our contact details are set out below.

We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any subsequent internal investigation.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may approach an independent advisor or contact the Office of the Australian Information Commissioner (OAIC) ([www.oaic.gov.au](http://www.oaic.gov.au)) for guidance on alternative courses of action which may be available.

## 13 Contact details

If you have any questions, comments, requests or concerns, please contact us at [info@atbc.asn.au](mailto:info@atbc.asn.au)

## 14 Changes to this Policy

From time to time, we may change our policy on how we handle personal information or the types of personal information which we hold. Any changes to our policy will be published on our website.

You may obtain a copy of our current policy from our website or by contacting us at the contact details above.