



Owners' Club of Australia (Victoria Division) Inc.

ABN 85 862 959 314

P.O.Box. 216, Camberwell, Victoria 3124

www.alfaclubvic.org.au

Privacy Policy & Collection Statement

Privacy Policy & Collection Notice

Background and scope

Alfa Romeo Owners Club of Australia (VIC Division), also known as AROCA (VIC) is committed to protecting the privacy of the personal information it collects and receives. We are required to comply with the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (Privacy Act).

This policy explains how AROCA (VIC) collects, uses, discloses and otherwise handles personal information relating to individuals, whether or not they are Members. It also explains how you can ask to access and correct the personal information we hold about you or complain about any suspected privacy breach. Nothing in this policy limits any of our other obligations at law.

Collection of personal information

AROCA (VIC) is required to collect personal information only by lawful and fair means. Where possible we will collect personal information we require directly from you.

Personal information we hold may include your name, current and previous addresses, telephone numbers, e-mail addresses, details of any Alfa Romeo or other vehicles in accordance with the AROCA (VIC) Club Rules A18615V, as required to perform our services for you.

Personal information entered into the AROCA (VIC) database will not be used or disclosed by us, except as authorised by you, to perform our services for you. Access to this information to third parties can only be granted by you.

Should you choose not to provide personal information we may not be able to provide you with the services you require at a sufficient level that we regard as important for performing at best practice.

We may collect personal information:

- from the information supplied by you to AROCA (VIC)
- in conversation and communication with you
- from third parties including related entities or industry suppliers
- from publicly available sources of information

- when we are required to do so by law
- from our own records of your membership with AROCA (VIC)

Where AROCA (VIC) collects your personal information, AROCA (VIC) will take reasonable steps to notify you of:

- the purposes for which we are collecting the information
- the third parties to whom we may disclose the information of that kind
- whether any of those third parties are located overseas and, if practicable to specify, the countries in which they are located
- how to access and correct personal information and make privacy complaints

AROCA (VIC) will only collect sensitive information where it is reasonably necessary for our core functions or activities.

For example, we may collect:

- information about dietary requirements for events and conferences.
- identification of access requirements for the purpose of attending venues and events.
- proof of concession/pension/student card when applying for or renewing membership.
- Information about your vehicle registration under the club permit scheme (CPS)
- provide details relating to the currency of your membership to VIC Roads under the CPS

AROCA (VIC) will enable you to access our website and make general telephone enquiries without having to identify yourself. AROCA (VIC) also enables you to respond to our surveys anonymously.

Cookies through the AROCA (VIC) website

Most internet browsers are set to accept cookies. If you prefer not to receive them, you can adjust your internet browser to reject cookies, or to notify you when they are being used. Rejecting cookies can, however, limit the functionality of our website.

Use and disclosure of personal information

Your personal information may be used by us to:

- provide products and services to you
- collect payments and to administer your account
- alert you of any upcoming club events and activities
- provide you with updated or new information about our products and services
- for development of existing and new products and services
- maintain and update our business infrastructure and systems
- promote our other products and services to you

In providing our products and services, or collecting and using your personal information, your personal information may be disclosed to third party organisations including:

- event organisers
- freight and courier services
- our legal, accounting, financial or other professional advisors
- regulatory, government and other authorities as required by law
- members of AROCA (VIC) committee

Opting out

By providing us with your contact details, your consent to receive communications and direct marketing will remain current until you advise us otherwise. However, you can opt out at any time through the following channels:

- By Mail – PO BOX 216, CAMBERWELL VIC 3124
- By Email – secretary@alfaclubvic.org.au
- use the unsubscribe facility that we include in our electronic messages such as emails and newsletters

Unsolicited information

Unsolicited personal information is personal information we receive that we have taken no active steps to collect. If the information we receive is not required for AROCA (VIC) to perform one or more of our services or activities, AROCA (VIC) will destroy or de-identify the information as soon as practicable.

Quality of personal information

AROCA (VIC) takes reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide.

We recommend that you:

- let us know if there are any errors in your personal information
- keep us up-to-date with changes to your information

Security of personal information

We take reasonable steps to protect your personal information we hold from misuse, loss, unauthorised access, modification or disclosure.

You can also help to protect the privacy of your personal information by keeping passwords secret and by ensuring that you log out of the website when you have completed your transaction. If you become aware of any security breach, please contact AROCA (VIC) as soon as possible.

We will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

AROCA (VIC) is not responsible for the privacy or security of third party websites that you access via links on the AROCA (VIC) website.

Access to personal information

You are able to access your personal information that we hold, with some exceptions as allowed by law. To obtain a copy of your personal information, write to the AROCA (VIC) Secretary requesting the information and we will provide it to you. We reserve the right to charge a reasonable fee for the provision of this information. If we refuse your request, or if we refuse to give you access in the manner you requested, AROCA (VIC) policy is to provide you with written confirmation of the reasons for our refusal and the available complaint process.

Members can access and update their contact details by logging in to the member-only area of the website. For any personal information that can't be accessed and corrected through the website please contact the AROCA (VIC) Secretary.

Complaints

If you have a complaint about how AROCA (VIC) has collected, stored or used your personal information, please contact the AROCA (VIC). We will endeavour to deal with your complaint and take any steps necessary to resolve the matter within 10 business days.

If your complaint is unable to be resolved within 10 business days, AROCA (VIC) will advise you in writing including letting you know when we expect to provide our response.

If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner.

Please contact AROCA (VIC) Secretary if you have any queries about the personal information that AROCA (VIC) holds about you or the way we use or disclose that personal information. Our contact details are set out below.

Contact us

Alfa Romeo Owners' Club of Australia (VIC Division)

Att: Secretary

PO BOX 216

CAMBERWELL VIC 3124

secretary@alfaclubvic.org.au

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