

PRIVACY POLICY

Who is the Canberra Convention Bureau?

The CCB is a not for profit organisation. We provide information and services designed to promote and support Canberra as a destination for meetings, conferences, conventions, exhibitions and incentive travel. We do so for the economic benefit of Canberra and our members.

Your privacy

The CCB is committed to observing high standards in its handling of personal information and recognises the importance of your privacy. We are bound by the provisions of the *Privacy Act 1988* and the National Privacy Principles.

We have developed this privacy policy to explain how we collect, use and disclose your personal information.

What information do we collect about you?

We only collect information that is necessary for the CCB to deliver services to members and customers.

The CCB will not normally collect personal information about you other than your name, your position, addresses, telephone and mobile numbers, facsimile numbers, email addresses and information about your specific business requirements.

If we do not collect this information, we may not be able to deliver you with some, or all, of the services and information you request.

We do not collect sensitive information about you, such as your race, religion or political association.

How do we collect information?

The CCB collects information about you in a variety of ways, including:

- Directly from you when you provide us with information by telephone, facsimile, email or through our website;
- When you complete membership application details;
- When you complete registration details for events hosted by or associated with the CCB;
- From public sources of information.

From time to time, we may collect information from our members or other third parties. Wherever possible, we will endeavour to collect the information directly from you.

How do we use your information?

We collect information about you to enable us to provide you with services, products and information. We also collect information about you to enable us to fulfil our obligations to our members. Some of the ways in which we use your information include:

- To provide you with information about the products and services of our members and other business associates;
- To keep you informed about the services provided by us and our members and upcoming business events;
- To assist networking and information exchange between our members and customers;
- To comply with the law;
- To conduct research and carry out marketing initiatives to improve our understanding of your requirements.

When do we disclose your information?

From time to time, we may disclose your information to others, for example:

- To allow our members or other business associates to contact you directly with information about their products or services;
- To carry out marketing initiatives or market analysis;
- To comply with the law.

Photos

We may use selected photos for promotional purposes. These photos may be displayed on our website, in our brochures or promotional material. If you would like to have an image removed, please contact us using the contact details set out below.

How do we protect your information?

We provide appropriate training to our staff in relation to the above arrangements for information handling. We do not keep information that we no longer require.

Do I need to do anything about the handling of my information?

If you consent to the above arrangements about the collection, use and disclosure of your information, you do not need to do anything further.

Can I access my information?

Subject to some exceptions under law, you may gain access to any personal

information which the CCB holds about you. Some of the circumstances in which we may deny access include:

- If providing you access would be detrimental to another person's privacy;
- If the information relates to existing or anticipated legal proceedings or would prejudice negotiations;
- If providing you access to the information would be unlawful.

The CCB will acknowledge your request for access to your information within 14 days and will respond to your request as soon as possible. Access to your information will generally be granted within 30 days.

How do I correct or make changes to my information?

You may request the CCB to correct or make changes to your information particularly if it is incorrect, incomplete or out of date, by contacting us at:

The Canberra Convention Bureau

Unit 8, 3-5 Phipps Close
DEAKIN ACT 2600
PO Box 175
DEAKIN WEST ACT 2600
Phone: (02) 6247 7500
Fax: (02) 6247 8155

E-mail: enquiry@canberraconvention.com.au

How do I make a complaint?

If you are concerned that the CCB may have breached your privacy and you wish to make a complaint, please contact our privacy officer using the contact details set out above.

How do I find out more information about privacy laws?

If you would like to find out more information about the privacy laws, you may contact:

The Privacy Commissioner

GPO Box 5218
Sydney NSW 2001
Phone: 1300 363 992
Fax: 02 9284 9666

Email: privacy@privacy.gov.au

Will our privacy policy change?

From time to time, it may be necessary to review and revise our policy due to changes in the way we handle information or changes in the privacy laws.