



PRIVACY POLICY

RETIRED AMBULANCE ASSOCIATION OF VICTORIA INC

Privacy Policy

Purpose

Retired Ambulance Association Victoria (RAAV) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Australian Privacy Act 1988 (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone and mobile numbers.

This Personal Information is obtained in many ways including, correspondence, by telephone, by email, via our website www.retiredambulancevictoria.org.au, and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, which is considered necessary for this purpose and to achieve our goals.

We may use your information to contact you and deliver information to you that, in some cases, is targeted to your interests, such as administrative notices, product offerings and communications relevant to your membership of the Association.

You may unsubscribe from our mailing/marketing lists at any time by contacting RAAV Secretary in writing.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent
- Where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, most of the Personal Information is or will be stored in RAAV membership files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact the RAAV Secretary in writing.

To protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. RAAV will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date.

If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

You may unsubscribe from our mailing/marketing lists at any time by contacting RAAV Secretary in writing.

Policy Updates

This Policy may change from time to time and is available on our website.

Effective Date of This Privacy Policy:

The effective date of this Privacy Policy is 26 March 2024

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact RAAV Secretary Jim BALLARD: secretary@retiredambulancevictoria.org.au