



## **AITD PRIVACY POLICY**

This statement details the Australian Institute of Training and Development's (AITD) privacy policy in respect of personal information which you may provide to AITD. AITD recognises that your privacy is very important to you and we are committed to promoting confidence in the manner in which your personal information is handled by us. This statement explains how AITD collects, uses, discloses and protects this information.

### **Collection of Information**

AITD receives and stores information you have provided in your membership application and/or renewal, registration for AITD events including Conferences, entry in the AITD Awards process or contact via the AITD website where you have requested an AITD response. No information is collected via the AITD website when you browse anonymously.

### **Use of Information by AITD**

AITD collects information from members to enable us to fulfill our business commitments to you as members of the Association. These may include:

- Collection of contact details to facilitate management of your membership and the distribution of information to you. The information distributed may include the AITD Journal, Training Profiles Member Directory, information on AITD events and activities, membership renewal notices, or details of other AITD products or services. Distribution may be via mail, email, telephone or fax.
- Collection of credit card or other payment details to enable to processing of your membership or other payments.
- Collection of information for publication in the annual AITD membership directory 'Training Profiles'.
- Member Surveys - generally anonymous unless you wish to include identifying details such as your name or member number

### **Storage, Security and Compliance**

AITD takes all reasonable steps to ensure that the information we hold is kept in a secure environment.

Compliance to the AITD Privacy Policy is mandatory for all AITD employees. Breach of such policies may result in disciplinary action, including termination of employment

## **Disclosure of Information**

AITD undertakes to only collect and store information about you that is necessary. The information you provide will be used to provide you with our services. In accordance with data management guidelines (to be developed), it may also be disclosed to other parties such as:

- AITD State Divisions and Directors to enable local interaction with members and the planning and running of state based events and activities. <sup>1</sup>
- Organisations with whom AITD has a business relationship. For example those who assist with the mailing of the AITD journal or other publications, conference organisers, and those contracted to operate and maintain the AITD website and provide IT support (including the AITD database). AITD does not permit these organisations to use information about you for any other purposes than to perform the services we have instructed them to provide.
- Member Networking / Referrals – provision of information on the services provided by AITD members to other AITD members or interested members of the public. AITD receives numerous calls from people seeking a referral to an individual or company providing a particular type of training. AITD staff refer to the AITD member Directory 'Training Profiles' or use their knowledge of members to refer these callers to an appropriate trainer for their needs – typically this will be a name, telephone number and email address. Members can choose not to be included in 'Training Profiles'.
- AITD sells limited access to the AITD membership database for vendors to distribute information on their products or services to AITD members. Members' details are not provided to the vendor – a third party mailing agency must be involved to maintain confidentiality and the frequency of access is limited to a maximum of once per month. If you do not wish to have your details included in this process please advise AITD.
- Credit card details will be provided to our financial providers to enable to processing of payments.

## **Accessing and Changing your Personal Information**

AITD is committed to ensuring that all personal information collected and stored is correct and accurate. We are happy for you to request access to the information we have collected from you and answer any queries you may have. This can be requested by phone or email - AITD contact details are provided on the final page of this document. AITD will require positive identification from the applicant before communicating any personal information. It is our policy not to charge for access to personal information; however AITD reserves the right to charge reasonable fees for onerous or repeated requests.

AITD also welcomes your contact with us to change or delete personal information that is incorrect or needs updating. AITD will endeavor to maintain the information we hold by requesting confirmation of your contact details during the membership renewal process, but we also appreciate your prompt notification of changes such as name or address.

---

<sup>1</sup> At the July 03 Board Meeting it was decided that until Data Management Guidelines were developed, only Divisional Board Members are to have access to member lists.

### **Accountability and Organisation**

The Privacy Officer is accountable for this Privacy Policy and for its implementation. The Officer is accountable to the CEO of AITD and his/her delegate and the AITD Board. All AITD staff are accountable for the information under their control, and for the policies and procedures under this policy for which they are responsible.

### **Complaints Resolution**

We are committed to providing a fair and responsible complaints handling system. If a member is not satisfied with the results of an information request, they may complain to the Privacy Officer for a review of the issue. The Privacy Officer will investigate all cases, conduct a review of the findings and establish a dialogue with the individual to resolve the complaint.

### **Additional Privacy Information**

Further information on privacy in Australia can be obtained by visiting the web site of the Office of the Federal Privacy Commissioner – [www.privacy.gov.au](http://www.privacy.gov.au)

---

AUSTRALIAN INSTITUTE OF TRAINING & DEVELOPMENT  
Suite 111, 410 Elizabeth Street  
SURRY HILLS NSW 2010  
P: 1300 138 862 or (02) 9211 9414  
F: (02) 9211 8784  
E: [national@aitd.com.au](mailto:national@aitd.com.au)  
W: [www.aitd.com.au](http://www.aitd.com.au)