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*Australian Institute of Conveyancers (Victorian Division)  
Privacy Policy*

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The Australian Institute of Conveyancers (Victorian Division) Inc (**AIC VIC**) is bound by the Australian Privacy Principles (**Principles**) set out in Schedule 1 of the *Privacy Act 1988* (Cth), as amended from time to time.

AIC VIC is committed to ensuring it manages and collects personal information in accordance with the Principles.

In this policy, personal information means information or an opinion about an individual, whose identity is known or can be reasonably identified. The information or opinion can be true or not and could be recorded in a material form but does not have to be (**personal information**).

***Types of Personal Information that AIC VIC Collects and Holds***

AIC VIC collects and retains the following types of personal information about its members:

- contact and address details including locality,
- current employment,
- historical employment,
- educational details,
- licensing and business information,
- information pertaining to participation in AIC VIC Best Practice Groups,
- information pertaining to CPD and RM compliance,
- information for the purpose of developing membership programs and initiatives.

From time to time, we may also collect the above information from non-members.

Unless required by law, you can choose not to identify yourself and/or disclose your personal information to AIC VIC when communicating with us. You may also identify yourself using a pseudonym. It should be noted, however, that failure to identify yourself and provide personal information may make it difficult for our team to assess your suitability for membership, address your enquiries and/ or provide you with certain services and benefits.

***How AIC VIC Collects and Holds Personal Information***

AIC VIC collects personal information from members and non-members through:

**Australian Institute of Conveyancers (Victorian Division) Inc.**  
Incorporated under the Associations Incorporation Act 1981  
A0022980P ABN 88 094 065 126

Level 1, 530 Little Collins Street, Melbourne 3000

- membership registration, whether completed via our website or via email. Our staff may also verify information for this purpose via telephone.
- lists provided by Austbrokers Countrywide Pty Ltd (the professional indemnity insurance broker) and the underwriter.
- access to professional indemnity insurance databases.
- information provided and publicly available through Consumer Affairs Victoria and the Public Register of Conveyancers.
- registration and attendance at educational seminars and webinars hosted by AIC VIC.
- registration and attendance at AIC VIC Best Practice Group meetings.
- member and non-member surveys which aim to improve our services and offerings.
- purchase of educational content and resources via the AIC VIC website.
- direct contact via email and telephone.
- the provision of member services generally and privileges programs.
- complaints received through the public or other members about a member or non-member.
- online resources where information is publicly available.

Any personal information held by AIC VIC is stored using the internal AIC VIC database. We currently use the Coresoft database but reserve the right to change providers to meet AIC VIC's business demands. We also store information on our internal computer office system, which is only accessible by our staff and IT team, Ignite.

### ***The Purpose of Collecting, Holding and Using Personal Information***

The AIC VIC primarily uses personal information for the purposes for which that information was collected.

The AIC VIC collects, holds, and uses personal information for the purpose of:

- processing membership requests.
- maintaining membership records.
- identifying, creating, and providing improved membership services and benefits including the provision of seminars, webinars, and events.
- maintaining records of attendances at educational seminars, webinars, and events.
- operating the AIC VIC continuing professional development program and risk management program and compliance by members with each.
- managing and operating AIC VIC Best Practice Groups.
- identifying, creating, and providing services to Conveyancers and the public including promoting licensed business owners on our website for the benefit of the public.
- identifying licensed Conveyancers who are AIC VIC members and communicating this to the public, when requested to do so.
- establishing user/customer accounts for members, conveyancing firms, individuals, corporations, or other legal entities accessing and/or using AIC VIC services.
- operating and managing any website or program, which is owned by AIC VIC or in its control.
- representing the conveyancing profession generally.

We do not use personal information to spam your email address, nor would we provide or sell your personal information to an external organisation for this purpose.

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### ***Disclosure of Personal Information to External Organisations***

The AIC VIC will disclose personal information to the following bodies/ organisations or types of bodies/ organisations for the purpose of fulfilling our legal obligations pursuant to the *Associations Incorporation Reform Act 2012* and the AIC VIC Constitution:

- Consumer Affairs Victoria,
- Business Licensing Authority,
- Austbrokers Countrywide Pty Ltd and the underwriter,
- Banking Institutions, and
- Accountancy Firms.

The AIC VIC will also release personal information to the following bodies/ organisations, or types of bodies/ organisations for the purposes of providing membership services and benefits, fostering successful business relationships, and representing the Victorian conveyancing profession:

- AIC National and AIC bodies in other states and territories of Australia,
- the facilitators of AIC VIC Best Practice Groups,
- media video production agencies (for the purposes of delivering webinars and producing videos).

AIC VIC also discloses personal information to its sponsors for the purposes of providing members and non-members with services through formal partnership arrangements. These sponsors change from time to time. Our current list of sponsors is available via the [AIC VIC homepage](#).

AIC VIC also provides personal information to external bodies and organisations for the purpose of marketing AIC VIC seminars/webinars and events and promoting member benefits/ services to both members and non-members. We also use these organisations to circulate our email newsletter, promote sponsorship benefits and conduct surveys. These organisations change from time to time and sometimes include overseas organisations in a foreign jurisdiction. We currently use the following organisations for these purposes:

- Brandmail (NSW Australia), and
- Survey Monkey - Wufoo (Palo Alto USA).

If you do not wish for your personal information to be circulated to some or all the above mentioned bodies or organisations, please notify us in writing to [admin@aicvic.com.au](mailto:admin@aicvic.com.au). We will accommodate your request providing that we are not required by law to disclose your personal information.

### ***Accessing and Correcting your Personal Information***

AIC VIC is committed to ensuring that its records of personal information are kept current and up to date. Please contact us at [admin@aicvic.com.au](mailto:admin@aicvic.com.au) to (a) access, review, or request changes/ updates to your personal information, or (b) unsubscribe from any email list.

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## *Complaints and Our Approach*

If you wish to:

- (a) raise a potential breach by AIC VIC of the Australian Privacy Principles, or
- (b) seek further information about the way in which AIC VIC manages your personal information, you may do so at any time by contacting AIC VIC during our business hours (8:30am-4:30pm, Monday to Friday).

P: (03) 9328 8175

E: [admin@aicvic.com.au](mailto:admin@aicvic.com.au)

We will respond to the complaint as soon as reasonably practicable following receipt of the complaint.

Please note that AIC VIC may refuse to provide you or any other person with access to information where it is permitted by law to withhold that information.

## *Data Security*

AIC VIC takes reasonable steps to ensure that all personal information is kept secure. We have also implemented systems to protect personal information from:

- misuse, interference, and loss, and
- unauthorised access, modification, or disclosure.

If AIC VIC determines that certain personal information is no longer required for any purpose, it will take reasonable steps to destroy or permanently de-identify that personal information, unless it is required by law to keep it.

Whilst AIC VIC undertakes to protect private information, AIC VIC does not warrant the security of any information transmitted to it over the internet. Any information transmitted to AIC VIC over the internet is done so at the risk of the person or organisation transmitting that information.

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