

## **Australian Institute of Conveyancers Privacy Policy**

The Australian Institute of Conveyancers (Vic Div) Inc (AIC Vic) is bound by the Australian Privacy Principles set out in Schedule 1 of the *Privacy Act 1988* (Cth). This AIC Vic Privacy Policy establishes our processes for the proper management and use of personal information.

In this Privacy Policy, the term "personal information" refers to any information or opinion about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion.

### **Data Security**

AIC Vic takes reasonable steps to keep all personal information secure and to protect that personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

If AIC Vic determines that personal information is no longer needed for any purpose, the AIC Vic 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 the AIC Vic over the internet is done so at the risk of the person or organisation transmitting the information.

### **Access, Corrections, Complaints Procedure**

AIC Vic works to keep personal information accurate, complete and up to date. If any person wishes to:

- access, review or request corrections to his or her personal information held by the AIC Vic; or
- complain about a breach of the Australian Privacy Principles; or
- obtain information about the way the AIC Vic manages his or her personal information; or
- raise queries, problems or complaints

that person should contact AIC Vic by emailing [admin@aicvic.com.au](mailto:admin@aicvic.com.au) or telephoning (03)9328 8175.

### **AIC Vic Collects and Holds Information**

The kinds of personal information that the AIC Vic collects and holds include:

- employment information
- contact information
- education information
- compliance information
- information for the purpose of developing membership programs and initiatives.

The kinds of sensitive information that the AIC Vic collects and holds include:

- criminal records
- membership of professional bodies.

### **The Means of Collecting Personal Information**

The AIC Vic collects personal information by:

- membership registration (online and offline)
- lists provided by Austbrokers Countrywide Pty Ltd (the professional indemnity insurance broker) and the underwriter
- information provided through the Consumer Affairs Victoria website and the Public Register of Conveyancers
- direct contact with members online (ie purchases and education session registration)
- direct contact with members offline (ie phoning the AIC Vic & education session registration)
- internal AIC Vic database (Coresoft)
- accessing the PII databases and online resources
- the provision of member services and privileges programs.

### **The Reasons the AIC Vic Collects Personal Information**

The AIC Vic collects personal information to:

- process registration of members
- identify, create and provide membership services and benefits
- maintain membership and service/benefit records
- identify, create and provide services to conveyancers and members of the public
- identify licensed conveyancers who are members of AIC Vic for the benefit of members of the public
- establish and operate continuing professional development programs and risk management programs
- represent the conveyancing profession
- establish user/customer accounts for conveyancers, conveyancing firms, persons, individuals, bodies, corporations or other legal entities accessing and/or using services, or information provided by the AIC Vic through any website or program operated or managed by the AIC Vic.

Unless required by law, you can choose not to provide personal information. You can also choose not to identify yourself when dealing with the AIC Vic or in the course of your dealings with the AIC Vic you may identify yourself under a pseudonym.

However, if personal information is not provided or you do not identify yourself, the AIC Vic might not be able to effectively assess your suitability for membership or provide you with certain services or benefits.

The AIC Vic uses personal information for the purposes for which information is collected.

### **Disclosure of Information**

The AIC Vic may disclose personal information to the following persons, organisations or types of organisations for the purposes of fulfilling the functions of our constitution and the *Associations Incorporation Reform Act 2012*.

- Consumer Affairs Victoria
- Business Licensing Authority
- Austbrokers Countrywide Pty Ltd
- Bendigo Bank
- Media agencies for the purposes of running webinars and videos

The AIC Vic may disclose personal information to the following persons, organisations or types of organisations for the purposes of representing the conveyancing profession and/or for the purposes of identifying, creating and providing membership services and benefits:

- AIC National and AIC bodies in other states and territories of Australia
- AIC Vic Best Practice Groups.

The AIC Vic may disclose personal information to the following persons, organisations or types of organisations for the purposes of providing members and customers with services through formal affiliated partnerships.

- sponsors
- organisations which participate in the AIC Vic Member Benefit Program

Also, all members of the AIC Vic will have his or her name and contact information published on the AIC Vic website and other AIC Vic publications including *The Victorian Conveyancer* and *Conveyancing News*.

The AIC Vic may disclose personal information to the following persons, organisations or types of organisations who reside overseas in a foreign jurisdiction for the purposes identified above, they include:

- Constant Contact (Palo Alto USA)
- Survey Monkey - Wufoo (Palo Alto USA)

If you do not want your personal information to be disclosed the AIC Vic will endeavour to accommodate this request provided that disclosure is not required by law. However, if your personal information is not disclosed the AIC Vic might not be able to effectively provide you with certain services or benefits.