

## **Privacy Policy**

### **About**

This Privacy Policy was created on 23 February 2016 and posted online on 11 April 2016. It is effective from 11 April 2016.

### **Scope and Consent**

This Privacy Notice describes our collection, use, disclosure, retention, and protection of your personal information. It applies to the Australian Childcare Alliance Victoria (ACA Vic) website and to any other application, service, or tool (collectively "Services") regardless of how you access or use them, including through mobile devices. By using our Services, you are accepting the terms of this Privacy Notice, and you are consenting to our collection, use, disclosure, retention and protection of your personal information as described in this Privacy Policy.

### **Privacy Standards**

ACA Vic complies with the requirements of the Privacy Act 1988 (The Act) in our collection, use, disclosure, retention, and protection of your personal information.

### **Collection**

We collect, process and retain personal information from you and any devices (including mobile devices) you may use when you: use our Services, provide us information on a web form, update or add information to your account, when you correspond with us regarding our Services and participate in dispute resolution.

### **Personal Information**

"Personal information" is information that can be associated with a specific person and could be used to identify that specific person whether from that data, or from that data and other information that ACA Victoria has or is likely to have access to. We do not consider personal information to include information that has been made anonymous or aggregated so that it can no longer be used to identify a specific person, whether in combination with other information or otherwise.

### **Personal information you give us when you use our Services or become a Member**

- Identifying information such as your name, addresses, telephone numbers or email addresses when you register for membership of ACA Victoria or Services provided by us
- Information you provide during a transaction, or other transaction-based content that you generate or that is connected to a Services transaction you are involved in
- Other content that is connected to your membership of ACA Victoria
- Financial information (such as credit card or bank account numbers) in connection with a transaction
- Postage, billing and other information used to purchase or post an item
- You may also provide us other information through a web form, by updating or adding information to your account, through your participation in community discussions, chats or dispute resolution, or when you otherwise correspond with us regarding our Services

Additional information we are required or authorised by The Act to collect and process in order to authenticate or identify you or to verify the information we have collected.

### **Use and Retention**

We use the personal information we collect to: provide and improve our Services, provide you with a personalised experience on our sites (especially, by offering you services and items that you may like), contact you about your account and our Services, provide you customer service, provide you with personalised advertising and marketing, and detect, prevent, mitigate and investigate fraudulent or illegal activities.

We retain your personal information as long as it is necessary and relevant for our operations. In addition, we may retain personal information from closed accounts to comply with national laws, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigation, enforce our User Agreement and take other actions permitted or required by applicable national laws.

### **Choice**

You have a choice about how we use your personal information to communicate with you, send you marketing information, and provide you with personalised advertising, and whether you want to continue using our Services.

### **Accuracy**

We take steps to ensure that the personal information we collect is accurate and up to date.

### **Disclosure**

We may disclose your personal information to third parties. This disclosure may be required for us to provide and to provide you access to our Services, to comply with our legal obligations, to enforce our User Agreement, to facilitate our marketing and advertising activities, or to prevent, detect, mitigate and investigate fraudulent or illegal activities related to our Services. We do not disclose your personal information to third parties for their marketing and advertising purposes without your explicit consent.

### **Security**

We protect your information using technical and administrative security measures to reduce the risks of loss, misuse, unauthorised access, disclosure and alteration. Some of the safeguards we use are firewalls and data encryption, physical access controls to our data storage, and information access authorisation controls.

### **Question or Complaints**

If you have a question or a complaint about this Privacy Policy, you can contact ACA Victoria as follows:

- E - [vic@childcarealliance.org.au](mailto:vic@childcarealliance.org.au)
- P – 03 9532 2017
- F – 03 9532 3336

### **Changes to this Policy**

We may amend this Privacy Policy at any time by posting the amended terms on this site. All amended terms automatically take effect 30 days after they are posted. We will announce any material changes to this Privacy Policy via the website.