

PRIVACY POLICY [GOV05]

About this Policy

ACOLA is committed to protecting the privacy of individuals who interact with us.

This Privacy Policy explains how ACOLA collects, holds, uses and discloses personal information, and how you can access or correct that information or make a complaint.

Although ACOLA may not be required to comply with the *Privacy Act 1988* (Cth), we have chosen to adopt the Australian Privacy Principles (APPs) as our standard for handling personal information.

Who We Are

ACOLA is an independent, not-for-profit organisation in Australia that provides trusted, evidence-based, interdisciplinary research and policy advice to government, industry and the community.

This policy applies to personal information we collect across all of our activities and channels, including online platforms, events, correspondence and all other offline means.

What is Personal Information

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether it is true and whether it is recorded in a material form.

Some personal information is sensitive information. For example, information about health, racial or ethnic origin, religious or political beliefs, sexual orientation or criminal record attracts higher protections and is generally collected only with consent.

Scope

This Policy applies to all personal information collected, held, used or disclosed by ACOLA, including information about:

- current and former members and member academy representatives
- event participants, speakers and attendees
- expert, reference group and steering committee members
- volunteers and interns
- contractors and suppliers
- donors and funders
- job applicants
- visitors to ACOLA's website and digital platforms, and
- any other individual who interacts with ACOLA in connection with its activities, whether online or offline.

This Policy does not apply to the personal information of ACOLA employees handled in connection with their employment.

What Personal Information Does ACOLA Collect

Types of personal information

The types of personal information ACOLA may collect and hold include:

Identity and contact information

- full name, title, preferred name
- postal and email address, phone number, and
- organisation name and position.

Event and participation information

- registration details for ACOLA events, workshops, roundtables and meetings

- dietary requirements, accessibility needs and other logistical information
- feedback and survey responses, and
- photographs and audio-visual recordings taken at ACOLA events and activities.

Financial information

- payment details for event registrations or donations
- bank account or credit card details (collected and processed securely; not retained beyond the transaction), and
- funding and grant application information.

Communications

- correspondence with ACOLA by email, phone, post or in person
- records of consultations, meetings and workshops, and
- social media interactions with ACOLA's official accounts.

Website and digital platform information

- IP addresses, browser type and device information
- pages visited and time spent on ACOLA's website
- information submitted through online forms or registration systems, and
- cookie and tracking data (see 'Cookies and Website Analytics' section).

Sensitive information

ACOLA may in limited circumstances, collect sensitive information, including:

- accessibility needs or health information (for event management purposes), and
- diversity data (collected on an optional and de-identified basis for reporting and policy purposes).

ACOLA will only collect sensitive information with the individual's consent or where otherwise permitted by law.

Information about children

ACOLA's activities and online services are directed at adults (its members, experts, reference group and steering committee members, volunteers, participants, partners, donors and funders) and ACOLA does not seek to collect personal information from children.

Where ACOLA does collect personal information about a person under 18 (for example, in connection with an event or program), it will handle that information with particular care, consistent with its Child Safety Policy and Safeguarding Policy, and will seek the consent of a parent or guardian where appropriate. ACOLA will continue to monitor developments in children's online privacy regulation, including the Children's Online Privacy Code, and will review this Policy if any of them become relevant to its services.

How Does ACOLA Collect Information

ACOLA collects personal information through a range of means, both online and offline.

Online collection

- ACOLA's website and digital platforms
- online membership registration and renewal forms
- online event registration systems
- email correspondence
- online surveys and feedback tools
- social media interactions with ACOLA's official accounts, and
- applications submitted through online portals.

Offline collection

ACOLA also collects personal information through offline means, including:

- paper-based membership, event registration and application forms
- telephone enquiries and conversations
- in-person meetings, consultations and workshops

- correspondence by post
- business cards and professional networking, and
- photographs and audio-visual recordings taken at ACOLA events, activities, roundtables and meetings.

Collection from third parties

Where ACOLA collects personal information from a third party or a publicly available source (for example, publicly available professional directories, institutional websites or databases), ACOLA will take reasonable steps to notify the individual, unless it is unreasonable or impracticable to do so.

ACOLA will take reasonable steps to collect personal information directly from the individual wherever it is reasonable and practicable to do so.

Anonymity and pseudonymity

Where it is lawful and practicable, individuals may interact with ACOLA anonymously or using a pseudonym. For example, individuals may submit anonymous feedback or enquiries. However, ACOLA may not be able to provide certain services (such as membership, event registration or grant administration) without identifying information.

Why Does ACOLA Collect Personal Information

ACOLA collects, holds, uses and discloses personal information for the following primary purposes:

- administering membership, including processing applications, renewals and communications
- organising and managing events, workshops, roundtables and meetings
- conducting and publishing research, policy analysis and advisory activities
- managing expert, reference group, and steering committee participation
- processing payments, grants and funding arrangements
- communicating with members, stakeholders, partners and the public about ACOLA's activities
- recruiting and managing staff, volunteers, contractors and interns
- complying with legal and regulatory obligations, including under the *Corporations Act 2001* (Cth) and the *Australian Charities and Not-for-profits Commission Act 2012* (Cth)
- responding to enquiries, feedback and complaints
- improving ACOLA's website and digital platforms, and
- maintaining records of ACOLA's activities, including event photography and audio-visual recordings for communications and reporting purposes.

ACOLA may also use personal information for related secondary purposes where the individual would reasonably expect ACOLA to do so, or where otherwise permitted by the APPs.

Disclosure of Personal Information

Who ACOLA may disclose personal information to

ACOLA may disclose personal information to:

- member academies and their representatives, for the purposes of ACOLA's activities
- partner organisations and research institutions collaborating with ACOLA on projects or events
- commonwealth, state, and territory government agencies, for the purposes of ACOLA's advisory activities
- service providers engaged by ACOLA, including IT, event management, communications, accounting and legal service providers, where they are engaged to provide services on ACOLA's behalf
- ACOLA's auditors, insurers and legal advisers
- the ACNC and other regulators, where required by law
- emergency services or relevant authorities, where necessary to protect the health or safety of an individual, and

- media organisations, where ACOLA has obtained consent for the use of photographs or recordings from events.

ACOLA will not sell, rent or trade personal information to third parties for commercial or marketing purposes.

Disclosure to service providers

Where ACOLA discloses personal information to service providers, ACOLA will take reasonable steps to ensure those providers handle the information consistently with the APPs, including through contractual obligations.

Cross-border disclosure

ACOLA may in limited circumstances disclose personal information to recipients located outside Australia, for example where:

- a partner organisation or collaborator is based overseas, and disclosure is necessary for a specific project or event, and
- ACOLA uses cloud-based service providers whose infrastructure is located outside Australia.

Before disclosing personal information to an overseas recipient, ACOLA will take reasonable steps to ensure the recipient is subject to privacy obligations substantially similar to the APPs, or will seek the individual's consent, or will otherwise comply with APP 8.

Direct Marketing

ACOLA may use personal information to send members, stakeholders and participants information about ACOLA's activities, publications, events and advocacy, where:

- the individual has consented to receive such communications, or
- ACOLA reasonably believes the individual would expect to receive them, and the individual has not opted out.

Every direct marketing communication from ACOLA will include a clear and easy mechanism to opt out of future communications. ACOLA will give effect to any opt-out request promptly.

ACOLA does not use personal information for direct marketing purposes unrelated to its activities and does not disclose personal information to third parties for their direct marketing purposes.

Quality and Accuracy of Personal Information

ACOLA will take reasonable steps to ensure that the personal information it holds is accurate, up to date, complete and relevant to the purposes for which it is used, whether that information was collected online or offline.

Members and other individuals are encouraged to notify ACOLA if their personal information changes. See 'Correction' section of this Policy for information about how to correct personal information ACOLA holds.

Security and Retention of Personal Information

Security

ACOLA takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure, whether held in digital or physical form, including through:

- encryption of data in transit and at rest
- access controls limiting access to personal information to authorised personnel
- secure storage of physical records containing personal information (for example, locked filing cabinets with restricted access)
- secure disposal of personal information that is no longer needed, including secure shredding of physical documents
- staff and volunteer training on privacy and information security obligations, and
- incident response procedures for data breaches.

Access and Correction

Access

All Individuals may request access to personal information ACOLA holds about them by contacting the Privacy Officer using the details below. ACOLA will respond to access requests within thirty days.

ACOLA may decline an access request in limited circumstances permitted by the APPs, including where providing access would pose a serious threat to the life, health or safety of any person, or where required or authorised by law. Where access is declined, ACOLA will provide written reasons.

Correction

Individuals may request correction of personal information that is inaccurate, out of date, incomplete, irrelevant or misleading. ACOLA will respond to correction requests within thirty days.

Where ACOLA corrects personal information, it will take reasonable steps to notify any third parties to whom the information was disclosed, where appropriate.

Where ACOLA declines a correction request, it will provide written reasons and information about how the individual may request a note of the dispute be attached to the record.

How to make an access or correction request

Contact the Privacy Officer:

- Email: confidential@acola.org.au
- Post: GPO Box 783 CANBERRA ACT 2601
- Phone: +61 0412 605 129

Requests may be made in writing (by email or post) or verbally (by telephone or in person). ACOLA may ask the individual to verify their identity before providing access to personal information.

Cookies and Website Analytics

ACOLA's website uses cookies and similar technologies to improve user experience and collect analytics data. This may include:

- session cookies (deleted when you close your browser)
- persistent cookies (retained for a set period to remember your preferences), and
- analytics data collected through third-party tools (such as Google Analytics) regarding pages visited, time spent on the site and referral sources.

Individuals may adjust their browser settings to decline cookies, noting that some website functionality may be affected.

ACOLA does not use cookies to collect sensitive information or to track individuals across unrelated websites.

Privacy Complaints

Individuals who have a concern about how ACOLA has handled their personal information may raise a complaint with the Privacy Officer. Complaints will be managed in accordance with ACOLA's Complaints Handling Policy and Procedure.

Privacy Officer: Diana Melham, Company Secretary

- Email: confidential@acola.org.au
- Post: GPO Box 783 CANBERRA ACT 2601 (marked 'CONFIDENTIAL')
- Phone: +61 0412 605 129

ACOLA will acknowledge privacy complaints within three business days and aim to resolve them within thirty days. Where a complaint is complex, ACOLA will notify the complainant of the delay and provide a revised timeframe.

Review

This Policy will be reviewed every two years, or sooner following a significant change in applicable law, a material data breach or a material change to ACOLA's activities or data handling practices.

The Board is responsible for approving amendments to this Policy.

Availability

The current version of this Policy is:

- published on ACOLA's website at [Policies | ACOLA](#)
- provided to new Board members, employees and key volunteers at induction
- available internally via relevant ACOLA SharePoint sites, and
- can be provided in hard copy on request from the Privacy Officer at confidential@acola.org.au or Company Secretary at company.secretary@acola.org.au.

Version Control

<i>ACOLA Governance Policy</i>					
Version	Reviewed by	Date	Approved by	Date	Next Review
V1.2026	ARF Committee	15.06.28	ACOLA Board	01.07.26	01.07.28