



CLTANSW Member Privacy & Personal Information Protection Policy

1. Introduction

CLTANSW is committed to protecting the privacy and personal information of its members, volunteers, event participants, website visitors, and other stakeholders. This policy outlines how we collect, hold, use, disclose, protect, and provide access to personal information in a transparent and responsible manner. This policy applies to personal information in all forms, including digital and paper records.

This policy is developed and implemented to align with the **Australian Privacy Principles (APPs)** under **the Commonwealth Privacy Act 1988 (Cth)** and reflect best practice for not-for-profit member organisations operating a website and handling personal information.

2. Scope

This policy applies to CLTANSW and its committee members, contractors and service providers acting on our behalf. Personal information means any information about an identified individual or an individual who is reasonably identifiable.

3. Sources of Personal Information

We may collect personal information directly from individuals (e.g., membership forms, event registrations, email subscriptions, contact us forms), and indirectly via our website cookies or analytics. We do not knowingly collect personal information about children under 16 without parental consent.

4. Types of Personal Information Collected

Examples of personal information we may collect include:

- Full name, postal address, email address, telephone number;
- Membership status and professional details (e.g., school, role);
- Event attendance and preferences;
- Records of communications and consents;
- Information provided in correspondence or feedback.

5. Use and Disclosure of Personal Information

We collect and use personal information to:

- Administer membership and communications;
- Manage events, professional learning and programs;
- Respond to enquiries and provide support;
- Comply with legal obligations;
- Improve our services and engagement.



We do not sell personal information. We may disclose personal information to service providers that support CLTANSW operations (e.g., website host, email platform) where those providers agree to handle information in accordance with this policy. We may also disclose information if required or authorised by law.

6. Consent and Notification

Where appropriate, CLTANSW will seek consent for the collection and use of personal information. At the point of collection, we will notify individuals about the purposes for which their information is collected and how it will be used.

7. Data Quality and Security

We take reasonable steps to ensure personal information we hold is accurate, complete and up-to-date, and to protect information from misuse, interference, loss, and unauthorised access or disclosure, consistent with **Australian Privacy Principle 11** (APP 11). We review our security practices regularly and use appropriate safeguards.

8. Retention and Destruction

We retain personal information only as long as necessary for the purposes for which it was collected or as required by law. When information is no longer needed, we will securely destroy or de-identify it.

9. Access and Correction

Individuals may request access to personal information we hold about them and request corrections if incorrect or out of date. Requests should be made in writing to the contact details in Section 14. We will respond within a reasonable timeframe and advise of any associated processes or limitations.

10. Cookies and Website Tracking

Our website may use cookies or similar technologies to support analytics, performance and security. Individuals can usually adjust browser settings to manage cookies, but this may limit website functionality.

11. Overseas Disclosure

CLTANSW does not generally disclose personal information to overseas recipients. If in future we engage service providers that may handle personal information overseas, we will take reasonable steps to ensure they provide similar privacy protections.

12. Complaints



If you believe CLTANSW has breached this policy or the APPs, you may contact us via the details in Section 14 to make a complaint. We will investigate and respond in a timely, transparent manner. If unresolved, individuals may complain to the Office of the Australian Information Commissioner (OAIC).

13. Changes to This Policy

The CLTANSW Committee may update this policy to reflect changes in legal requirements or organisational practices. Updates will be published on our website.

14. Contact Us

For privacy enquiries, access, correction or complaints:

Email: office@cltansw.org