

## Purpose

This policy is to enhance NML Inc. operations with respect to the collection, use, disclosure and handling of personal information, notification of the rights of those who provide personal information and our obligations with respect to the provision of personal information.

## Scope

This policy applies to all NML Inc. staff, Program participants, the Board and sub-committees of the Board.

## Background

NML Inc. collects, uses, discloses and otherwise handles personal information relating to individuals or businesses as a means to provide high quality leadership products and services to the community and businesses.

## Definitions

<b>NML Inc.</b>	Northern Mallee Leaders Incorporated
<b>Cth</b>	Commonwealth
<b>APP</b>	Australian Privacy Principles
<b>Cookies</b>	Cookies are small files which are stored on a user's computer. They are designed to hold a modest amount of data specific to a particular client and website and can be accessed either by the web server or the client computer. This allows the server to carry information from one visit to the website (or related site) to the next.

## Policy

NML Inc. must take reasonable steps when handling personal information and has adopted the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

Individuals and businesses can request access to correct the personal information we hold and can forward a complaint about any suspected privacy breach.

## **WHAT IS PERSONAL INFORMATION AND HOW DO WE COLLECT IT?**

Personal Information is information or an opinion that identifies an individual. Personal information we hold may include your name, current and previous addresses, telephone numbers, e-mail addresses, details of your business and other information we require to perform our services for you.

Personal information entered into the system will only be used for the purpose disclosed by us, except as authorised by you, to perform our services for you. Access to this information by third parties can only be granted by you as owner, unless we are legally compelled to provide the information.

If anyone chooses not to provide personal information, NML Inc. may not be able to provide the services required at an acceptable standard.

NML Inc. may collect personal information:

- from the information supplied by an individual or their business or organisation
- in verbal and written communication with the individual and other employees of the organisation
- from third parties including customers, contractors, consultants, related companies or their representatives
- via our website [www.nml.org.au](http://www.nml.org.au)
- from publicly available sources of information
- when we are required to do so by law
- from our own records

Where NML Inc. collects personal information, we will take reasonable steps to notify you of:

- the purpose for which we are collecting the information
- the third parties to whom we may disclose the information of that kind

NML Inc. will only collect sensitive information where it is reasonably necessary for our core functions or activities.

NML Inc. will enable you to access our website, make general enquiries or complete surveys without having to identify yourself.

Unsolicited personal information is personal information we receive that we have taken no active steps to collect. If the information we receive is not required for NML Inc. to perform one or more of our services or activities, the organisation will destroy or de-identify the information as soon as practicable.

## **WEBSITE COOKIES WHEN USING THE INTERNET**

Most internet browsers are set to accept cookies. We can adjust our internet browser settings so that it rejects cookies, or to notify you or a business when they are being used. Rejecting cookies may limit the functionality of our website.

## **USE OF PERSONAL INFORMATION**

Personal information may be used by us to:

- provide products and services
- collect payments and to administer an account

- promote our other products and services
- provide updated or new information about our products and services
- for development of existing and new products and services
- maintain and update our infrastructure and systems

In providing our products and services, or collecting and using personal information, this personal information may be disclosed to third party organisations including:

- information technology service providers
- conference or event organisers
- marketing, printing and communications agencies
- mail, freight and courier services
- our legal, accounting or other professional advisors
- regulatory, government and other authorities as required by law
- where agreed to our partners and sponsors to enable them to provide information about their products and services.

### **ACCURACY OF PERSONAL INFORMATION**

NML Inc. takes reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information provided.

We recommend that you:

- let us know if there are any errors in your personal information
- keep us up-to-date with changes to your information

### **SECURITY OF PERSONAL INFORMATION**

We take reasonable steps to protect any personal information we hold from misuse and loss, and from unauthorised access, modification or disclosure.

You can also help to protect the privacy of your personal information by keeping passwords secret and by ensuring that you log out of our website when you have completed your transactions. If you become aware of any security breach, please contact [executive@nml.org.au](mailto:executive@nml.org.au) as soon as possible.

When your personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal Information. However, most of the personal Information is or will be stored in client files which will be kept by us for a minimum of five (5) years.

NML Inc. is not responsible for the privacy or security of third-party websites that you access via links on the [www.nml.org.au](http://www.nml.org.au) website.

### **ACCESS TO PERSONAL INFORMATION**

You may access the Personal Information we hold about you, update and/or correct it, with some exceptions as allowed by law. NML Inc. will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal information. To protect your personal information, we may require identification from you before releasing the requested information to you.

If we refuse your request, or if we refuse to give you access in the manner you requested, the business policy is to provide you with written confirmation of the reasons for our refusal and the available complaint process.

For any personal information that can't be accessed and corrected through website please contact [executive@nml.org.au](mailto:executive@nml.org.au)

## OPTING OUT OF COMMUNICATIONS

By providing us with your contact details, your consent to receive communications and direct marketing will remain current until you advise us otherwise. However, you can opt out at any time by contacting us [executive@nml.org.au](mailto:executive@nml.org.au) or by using the unsubscribe facility that we include in our electronic messages such as e-newsletters.

## COMPLAINTS

If you have a complaint about how we have collected, stored or used your personal information, please contact [executive@nml.org.au](mailto:executive@nml.org.au). We will endeavour to deal with your complaint and take any steps necessary to resolve the matter within 10 business days of receiving the complaint. If your complaint is unable to be resolved within 10 business days, we will advise you in writing, including letting you know when we expect to provide our response.

If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner.

Please contact NML Inc. (details below) if you have any queries about the personal information that the organisation holds about you or the way we use or disclose that personal information.

## Legislation

Privacy Act 1988

## Related Policies and Procedures and Documents

### Document Control

<b>Date Approved</b>	
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<b>Authorisation</b>	Executive Officer – Jen Grigg

<b>Author</b>	Jen Grigg
<b>Contact person</b>	Executive Officer
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