

# Privacy Notice

This notice outlines The Sax Institute's approach to collecting, using and disclosing your personal information in accordance with the *Privacy Act 1988* (Cth), including the Australian Privacy Principles.

Further details about the Institute's handling of personal information are contained in our Privacy Policy. Our Privacy Policy also contains information about how you can access or correct information that we hold about you, how you can make a complaint about any perceived breach of the Privacy Act by us, and how we will deal with such a complaint.

## How we collect information about you

The Sax Institute (the Institute) collects information about you in a range of ways. These include situations in which you agree to consciously provide information to us, and some other situations in which the provision of information occurs automatically through communications platforms at a technical level.

We collect, or can see or access, information about you when you:

- Provide your details to us willingly, usually in order to receive something in return, such as signing up to receive a newsletter, or registering to attend an event or training course, or applying for an award
- Provide us details about yourself if you choose to make a donation to us through our website
- Communicate directly with us using channels that may allow your name or other details to be visible, such as by emailing us or contacting us on social media platforms, or commenting in any online forums that we manage
- Respond to a survey or other request for information conducted as part of a research study in which you have agreed to participate.

We may also have access to some less personal information about you when you:

- Access our website or other online platforms, which may allow us to determine some information about you, such as approximate location, although these details are general in nature and not usually identifying.

The information you give us will vary according to the situation. A request that we send you a newsletter or similar information will usually require you to give us your name and contact details such as address, email address and/or phone number. If you register for an event or training course that is not free of charge, you will be directed to a reputable third-party payment gateway to complete the transaction, meaning that the payment information you provide is not processed or retained by the Institute. Other information you provide will vary according to the nature of the interaction. We offer industry standard security measures on our website.

Information we collect when you visit our site, such as the time of visit, the duration and the pages visited is referred to as 'clickstream' information and allows us to pinpoint the areas of interest in our site. The Institute does not identify you or your browsing activities from this data except as specified below.

Information is stored and obtained from 'cookies' that can be used to provide you with tailored information from the site. A cookie is an element of data that our site can send to your browser, which may then store it on your system. This saves regular users from re-entering simple details each time

they use our site. When you visit our site, we check your browser for the presence of our cookies. It is possible to adjust your browser to refuse cookies, but you may find that this reduces the functionality of our website. We do not use cookies for marketing, promotional or advertising purposes. Nor do we use cookies to track your internet activity before or after you leave our site.

## **How we use information**

The Institute uses your information to provide you with the service or information you have requested from us, or to better understand your needs and provide you with a better website experience. Specifically, we use your information to send you newsletters and other information you may have ordered, to invite you to register for an event or course, to respond to a request, to update you on our service and benefits, and to make our websites more relevant and useful to you. From time to time, we may also use your information to contact you for market research or to provide you with marketing information we think would be of particular interest. At a minimum, we will always give you the opportunity to opt out of receiving such direct marketing or market research contact. We also follow Australian regulatory requirements, such as allowing you to opt in before receiving unsolicited contact, where applicable.

## **Sharing your information**

The Institute will not sell or provide your personally identifiable information to others, unless we have your permission or are required by law to do so. Without your permission or a legal requirement, we will only share the personal data you provide online to us with other Institute personnel and/or project partners who are acting on our behalf for the uses described in the section 'How we use information' (for example, event registration). Such personnel and/or project partners are required to comply with Australian privacy legislation with respect to the use of this data and are bound by the appropriate confidentiality agreements.

## **The security of your information**

The Institute is committed to ensuring the security of your information. To prevent unauthorised access or disclosure, to maintain data accuracy, and to ensure the appropriate use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. Donations and registrations made on our Website are handled through secure facilities operated by reputable third-party organisations using systems that comply with the Payment Card Industry Data Security Standard (PCI DSS). The Institute does not collect or retain credit card information and SSL encryption is used on the connection to the third party payment gateway.

We use and implement industry standards for the security and protection of information collected from users. Your information is stored on secure servers that are protected in controlled facilities. The Institute does not disclose your personal information to persons or entities based overseas. However, the Institute does from time to time contract third party organisations to provide specific services, and that may result in some cases in your personal information being stored on servers located outside of Australia for the purposes related to the service.

No server on the Internet or any data transmission over the Internet can be guaranteed to be secure. Despite our best efforts to keep our server and transmissions to and from our server secure, we are unable to absolutely guarantee security and there will always be a risk of unauthorised access to your information. Although we will take all reasonable steps to keep secure any information, which we hold about you, we will not be held responsible for events arising from unauthorised access to such information.

## **Accessing and changing your information**

The Institute strives to keep your personally identifiable information accurate and current. If you have provided personal contact or other information to us, you can contact us to request the details be updated, or to request they be no longer used by us. We will do our best to respond to your requests in a timely manner. As well as updating your contact information, you have the right to opt in or out of receiving additional information from us via post and/or email.

## **Contacting us**

If you think we have made an error with your information, you can contact us by email on [communications@saxinstitute.org.au](mailto:communications@saxinstitute.org.au) or by telephone on (+61 2) 9188 9500. We aim to respond to any such request within seven working days and aim to correct any mistakes promptly.