

Privacy Policy

Introduction

We acknowledge and are committed to protecting your personal privacy.

If you have any concerns or would like to access your personal information please contact:

The Privacy Officer
Master Grocers Association of Victoria
Suite 5
1 Milton Parade
Malvern VIC 3144

Telephone: +61 3 9824 4111

Facsimile: +61 3 9824 4022

Freecall: 1800 888 479

email: admin@mga.asn.au

Information about us can be obtained by logging on to our website www.mga.asn.au.

Collecting information

We do not collect personal information unless it is necessary for us to carry out our activities or functions as a trade association, and in providing assistance to our members.

You may provide us with personal information about yourself or others each time you contact us. We may need to use this information to provide you with our services. We will only use and disclose your personal information for the primary purpose of our business as a trade association, or a purpose related to our primary purpose such as marketing.

Personal information is sometimes not only personal but also personal and sensitive information. Sensitive information includes information about ethnicity, religion or health. If we collect your sensitive information, we will treat it with the utmost security and confidentiality. We will ensure that your sensitive information is not collected for any purposes, other than those for which we have obtained your consent, unless the law requires otherwise, or other exceptional circumstances prevail.

Use of Personal Information

The personal information that we ask for is generally used to provide our services to you. As part of this service we may collect personal information including the following:

your contact details, including your name, address, telephone contact numbers, e-mail address, position held or title;

- a record of our services used by you and how you pay for these services (if payment is required);
- personal information about a range of contract businesses we deal with in the provision of our services, such as name, position, and the organization worked for and contact details;
- a record of the applications made for job seekers;
- a record of both internal and external e-mails as outlined in our e-mail policy. Some of these e-mails may contain personal information; and
- a record of the personal details of our contractors and external consultants, including contract and payment details.

We may use collected personal information to market products and services of benefit to you; unless you have expressed to us that you do not want such offers or assistance made available.

In each direct marketing communication with you we will advise how to notify us if you do not wish to receive any further communications from us.

Such a wish may be expressed at any time, even if you have previously consented to the receipt of such material. We may keep a record of such requests to enable us to comply with any such request.

Where we partner with or subcontract to a third party to deliver any service or perform a function, we may disclose to them any personal information reasonably necessary for the purpose.

We will not otherwise provide your personal information to a third party without your approval.

Data quality

We will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

Security

The personal information you have provided to us will be kept confidential and secure and will not be accessible for unauthorised use, amendment or disclosure. Personal information is held in both our computerised databases and in hard-copy files.

Our databases are secured by passwords. Our Information Technology contractors ensure all systems are protected from unauthorised access and all systems have virus protection. Only employees who require access have access to these databases. Where only limited access is necessary then only limited access is provided.

Personal information held in hard copy is limited only to those individuals who need access to such information to perform their duties.

Openness

This Privacy Policy is available to anyone who requests a copy.

Access to personal information

You can access your information by contacting our Privacy Officer. The contact details are provided at the beginning of this document. If we deny you access we will provide you with reasons why we have denied you access in the circumstances.

Our Privacy Officer will advise the approximate cost of your access request at which point you will be required to confirm your request and positively identify yourself. We do not charge a fee for the lodging of a request for access. We do charge a fee for all time spent in processing a request at \$25.00 per hour and \$1.00 per photocopied page and any associated postage costs. In addition these charges attract GST. We reserve the right to increase these fees at our discretion.

Correction of personal information

We will reasonably attempt to ensure that the personal information we hold about you is accurate, up to date and complete. To assist us to do this please provide us with the correct information and inform us if your details have changed. This can be done by providing us with details of any changes to your information by contacting our Privacy Officer.

Complaints of interference with Privacy

If you believe that we may have interfered with your right to privacy, you can make a complaint to our Privacy Officer who will investigate the allegation.

Once our Privacy Officer has conducted an investigation, our Privacy Officer will respond in writing to you with the outcome of the investigation. If our Privacy Officer acknowledges that your privacy has been interfered with, our Privacy Officer will then take steps to rectify the interference. Our Privacy Officer may find that an interference with your privacy has not occurred and in these circumstances you will be notified of the reason for this conclusion.