

# ArchiTeam Privacy Policy

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ArchiTeam Cooperative is committed to protecting the privacy of our members and the confidentiality of personal information provided to us.

This policy sets out how we collect and use personal information that is provided to us and specifically deals with:

1. Collection of personal information
2. Use and disclosure of personal information
3. The right to check personal information held by ArchiTeam
4. Confidentiality of personal information
5. Contact and complaints

## 1. Collection of personal information

We receive and collect the following personal information from members and non-members:

- name, address, telephone, email and facsimile contact details
- company name, Director's names, architect's registration details
- information from browsers when you visit our website such as your server address, domain name, date and time of your visit, the pages visited, the page you came from, the type of browser, and selected information for statistical purposes through google analytics;
- Financial information about individuals requesting insurance through ArchiTeam. This may include credit card details if provided to us
- Insurance notifications and claims made whilst members are covered through ArchiTeam for insurance.

This information may be obtained from

- ArchiTeam forms, newsletters, membership enquires, membership renewal forms event registrations etc.
- contacting us in person or via the telephone
- sending us a fax or email
- attending our seminars or events
- visiting our website

For members, once logged onto the member portal of the ArchiTeam website:

- We do not track your individual movements, who has visited each page, or when you browsed our site.
- We do record the date lasted logged in, and, through, google analytics, the popularity in general terms of each page on our website.

## 2. Use and disclosure of personal information

*Members.*

Your personal information we will be used for the following purposes:

- performing our role as a professional body, including the provision of membership services, and compilation of member statistics;
- managing membership and membership renewals;
- fulfilling subscription requests and member services;
- registrations for events and allocation of CPD points;
- assessing eligibility for ArchiTeam membership;
- supporting ArchiTeam working groups;

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- notifying ArchiTeam members via mail or email, about professional news, including services and announcements; and
- supporting peer-to-peer networking

We provide a “find an Architect” search online to help members promote their practices. Only members who agree to be listed are included. The accuracy of information appearing in the Directory relies upon members updating their personal information.

We will not use or disclose your personal information for any other purpose without first seeking your consent, unless authorised or required by law.

## *Non-members*

- We collect and maintain personal information about non-members for the purpose of providing information about membership, services and products. We maintain and use this information in written and/or electronic form.
- If we are advised that a non-member does not want us to provide them with information about membership, services and products, we will remove them from our mailing list.

## *Outside Providers*

- We may disclose personal information that we collect about members or non-members to organisations that perform services on our behalf including event and public relations managers, news providers and researchers.
- We do not provide member information to CPD presenters or sponsors.
- We do not sell membership information or personal information acquired from members to external organisations.

## **3. Updating personal information**

We endeavour to ensure that the personal information we hold is accurate, complete and up-to-date. You may update your personal information held by us directly by contacting us.

You may opt out of any further contact from us at any time. However, due to privacy legislation we will be unable by law to contact you via email in the future, thus we will be unable to contact you regarding your membership and any related member services, including your insurance renewal.

## **4. The right to check personal information held by ArchiTeam**

In accordance with the Australian Privacy Principles, you have the right to access any personal information which we hold about you, and to ask us to correct any errors or delete such information.

To protect your privacy and the privacy of others, we may require evidence of your identity before we can give you access to information about you or change it.

## **5. Confidentiality and security of personal information**

All our data is stored in written and/or electronic form and we maintain physical, electronic and procedural safeguards to protect your personal information. We restrict access to personal information about members and non-members to those employees, ArchiTeam Board members, and third-party providers who need to know that information to deliver our products and services efficiently and effectively. We are committed to ensuring that any personal information you provide to us remains confidential and secure.

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We cannot guarantee that the internet or emailing is a secure means of submitting personal information. Personal information about all our members (past and present) is stored in the cloud via Salesforce. Details of Salesforce security and privacy is available here: <http://trust.salesforce.com/trust/laws/>

ArchiTeam will hold your personal information for as long as we are required to do so by law.

## **6. Contact and complaints**

If you have a question, concern or complaint regarding the way in which we handle your personal information, or about this policy, please contact

ArchiTeam Secretary via the ArchiTeam office at 16/ 204-218 Dryburgh St North Melbourne or [admin@Architeam.net](mailto:admin@Architeam.net). au

For information on privacy and the Privacy Act (including the Australian Privacy Principles), refer to the Office of the Australian Information Commissioner's website: [www.oaic.gov.au](http://www.oaic.gov.au).