

# Caravan Industry Association Western Australia

## Privacy Policy

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### About this Privacy Policy

This Privacy Policy has been published to provide a clear and concise outline of how and when personal information is collected, disclosed, used, stored and otherwise handled by Caravan Industry Association Western Australia ("CIAWA"). The Policy relates to personal information collected by any means and by any technology and assumes that you are an Australian resident.

By using any of CIAWA's websites ([www.caravanindustrywa.com.au](http://www.caravanindustrywa.com.au), [www.caravanandcampingwa.com.au](http://www.caravanandcampingwa.com.au) or [www.caravanandcampingshow.com.au](http://www.caravanandcampingshow.com.au)), products or services, you consent to CIAWA using your personal information as set out in this Privacy Policy.

CIAWA treats the handling of your personal information very seriously. To that end, CIAWA has systems and procedures in place to protect your privacy in relation to the handling of your personal information.

CIAWA abides by the Australian Privacy Principles ("APPs"), which provide a scheme in relation to the collection, disclosure, use and storage of personal information. CIAWA's objective is to handle information responsibly and provide you with some control over the way information about you is handled.

The Privacy Act provides for exemptions:

- a. in relation to employee records (being records relating to a current or former employment relationship between CIAWA and the individual); and
- b. from coverage in relation to the activities of CIAWA.

### 1. Collection of Personal Information

Personal information is information or opinion about an individual, or an individual who is reasonably identifiable (whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form). The nature of personal information collected by CIAWA generally comprises an individual's name, address, phone number, fax, or email address as well as interests and information about your transactions with us (i.e. payment details, bank account details) and with some of our business partners.

The primary purpose for collecting such information is to provide member services and to arrange, conduct and promote CIAWA's event and consumer related activities and provide you with requested products and services.

CIAWA may collect personal information from you in a number of ways. These include, but are not limited to situations in which you become a member of CIAWA, set up an account with CIAWA (for example to be an exhibitor at an Event), request to receive products, advice or services from CIAWA, purchased products from CIAWA through our online shop, provide products or services to CIAWA, enter a competition or voting forum, utilise CIAWA's services (including, but not limited to websites, blogs and online forums), complete an online form, survey or questionnaire, subscribe to receive our newsletters, or when you communicate with CIAWA by telephone, fax, writing, email, or any other electronic means. Additionally, we may collect Personal Information from you via third party social media platforms such as Facebook, Instagram, Twitter, YouTube and LinkedIn. You acknowledge that Personal Information you provide to social media platforms such as Facebook, Instagram, Twitter, YouTube and LinkedIn is managed in accordance with the policies and terms of use of those third

parties. We are not responsible for and will not be liable for the operations or policies of any third-party social media platforms.

When you are using a service we provide to you over the internet (for example a website or a digital edition of a publication), we may use technologies to collect information as to your activities on such services associated with CIAWA including your IP Address and/or the type of operating system you use and/or the domain name of your Internet Service Provider, software and hardware attributes and the webpage you request. In addition, CIAWA may set and access their cookies and other similar technologies (not constituting personal information) on your computer or other internet-enabled device and may let other companies (such as third party advertisers) set and access their cookies on your computer (subject to their own policies). The use of cookies helps us to recognise you, improve and personalise your experience of our products and services, measure your use of our products and services and show you relevant information. If you do not wish for information to be collected through the use of cookies, you can disable, remove or block the use of cookies in your internet browser.

Whilst CIAWA will attempt to ensure all transfer of data to a third party and use by a third party is secure, CIAWA cannot be held responsible for the theft of data by a third party, or the consequences resulting from the loss of data where that loss is associated with the technical malfunction, tampering by a third party, viruses, computer bugs, or any action or event beyond the reasonable control of CIAWA.

CIAWA also collects other types of personal information from time to time (e.g. credit card information), and will inform you upon collecting such information the purpose for which it is being collected.

CIAWA does not collect personal information unless it is reasonably necessary for CIAWA to perform one or more of its functions and activities or supply one or more of its services. On occasion, some of this personal information may be sensitive and CIAWA will only collect it with your consent or when required or authorised to by law.

CIAWA or its agents will generally collect personal information from you directly. For example, CIAWA may collect personal information when you become a member of CIAWA, when you apply to be an exhibitor at a CIAWA Event, when you attend a function or event, enter a competition, subscribe to a newsletter, make a purchase, or enter an agreement.

There may be other occasions when CIAWA needs to source personal information from third parties such as credit agencies and recruitment agencies. If we do this, we will use reasonable efforts to notify you afterwards.

You may choose to deal with CIAWA anonymously or under a pseudonym where lawful and practicable (i.e. provided we are still able to provide the relevant service or do business with you without that information). For example, it might not be practical to deal with you anonymously if we need to process a payment, delivery goods or services or send personalised communications to you.

In relation to purchasing tickets to the Perth Caravan & Camping Show, through our ticketing partner Oztix. To comply with current Local, State and Federal requirements, as a condition of entry, you are required to register yourself and any additional attendees to assist with contract tracing, should it be required. The contract information is securely stored and will only be used to satisfy Government and/or Department of Health requirements to aid in contract tracing and will not be passed onto any 3rd party.

## 2. Use & Disclosure of Personal Information

Personal information provided to CIAWA may be shared with related businesses. CIAWA will take all reasonably practical steps to keep all personal information strictly confidential.

CIAWA may use and disclose your personal information for the purpose for which it was initially collected, namely to arrange, conduct and promote CIAWA's membership activities, event activities, to provide you with requested products and services (and renewals thereof), consumer-related marketing activities, as well as all purposes necessary and incidental to the provision of goods or services by CIAWA or by anyone on behalf of CIAWA.

In addition, CIAWA may use and disclose your personal information for purposes related to the initial purpose of collection if that other purpose would be within your reasonable expectations. Related purposes include analysing your personal information for the purpose of identifying and referring you to products and services that may be of benefit or interest to you, displaying targeted advertising based on those interests, improving our services, conducting research, contacting you, internal auditing and administration, adding your name to a guest list or invitation list, or assisting CIAWA to carry out auditing, administration, or product enhancement. Without limiting the foregoing, your personal information may be used to create an anonymous link to additional third party data (for example the data of our business partners) for the purpose of tailoring information you may be more interested in, and that link may be placed in cookies for the purpose of CIAWA and its business partners sending you targeted advertising when you use websites or other services over the internet, including those supplied to you by CIAWA as well as by third parties unaffiliated with CIAWA.

Additionally, in the event of a re-organisation, merger or sale, CIAWA may transfer any and all personal information we have collected from you to the relevant third party. CIAWA may also be required to disclose your personal information without your consent if the disclosure is:

- a. required or authorised by law;
- b. required in order to investigate an unlawful activity;
- c. required by an enforcement body for investigative activities; or
- d. necessary to prevent a serious and imminent threat to a person's life, health or safety, or to public health or safety.

Like most business organisations, CIAWA performs some of its functions under licence and also contracts out some functions and relies on third party suppliers to conduct specialised activities. Whilst personal information may be provided to these licensors and suppliers in order to enable them to perform the agreed tasks, CIAWA will make every effort to ensure that the supplier handles the personal information in accordance with the Australian Privacy Principles and confidentiality principles. CIAWA will require all such suppliers to provide privacy undertakings and enter confidentiality agreements.

## 3. Direct Marketing

From time to time CIAWA may use your personal information to identify programs, products and services that may be of interest to you. CIAWA may use your personal information to send you information regarding CIAWA's membership programs, events, educational information, travel information, products and services, and those available through CIAWA's business partners.

From time to time, CIAWA may also provide your personal information to carefully selected third parties for the purpose of them providing you with information regarding products and services specific to your needs, and to help CIAWA conduct product enhancement activities.

If you do not wish to receive direct marketing information from CIAWA or third parties (as applicable) as outlined in this section, please let CIAWA know by using the unsubscribe function in the

communication you receive, or alternatively by contacting [info@caravanwa.com.au](mailto:info@caravanwa.com.au). CIAWA will take immediate steps to ensure that you do not receive any such direct marketing information in future.

#### **4. Personal Information Quality**

CIAWA's objective is to ensure that all personal information collected by CIAWA is accurate, complete and up-to-date. To assist CIAWA in achieving its objective, please contact the (Privacy Officer) if any of your details change. Further, if you believe that the information CIAWA holds is not accurate, complete or up-to-date, please contact the (Privacy Officer) on ([info@caravanwa.com.au](mailto:info@caravanwa.com.au)) in order to have the information corrected.

#### **5. Personal Information Security**

CIAWA is committed to keeping your personal information secure, and we will take reasonable precautions to protect your personal information from unauthorised access, loss, release, misuse or alteration.

Your personal information may be stored in hard copy documents, but is generally stored electronically on CIAWA's software or systems.

CIAWA maintains physical security over its paper and electronic data stores, such as locks and security systems. CIAWA also uses computer and network security technologies such as firewalls, intrusion prevention software, antivirus software, external email filtering and passwords to control and restrict access to authorised staff for approved purposes and to secure personal information from unauthorised access, modification, disclosure, misuse and loss.

Whilst CIAWA takes all reasonable steps to secure your personal information from loss, misuse and unauthorised access, you acknowledge that all activities in which you intentionally or unintentionally supply information to CIAWA carries an inherent risk of loss of, misuse of, or unauthorised access to such information. CIAWA cannot be held responsible for such actions where the security of the personal information is not within the control of CIAWA, or where CIAWA cannot reasonably prevent such incident.

Additionally, you acknowledge that the collection and use of your personal information by third parties may be subject to separate privacy policies and/or the laws of other jurisdictions.

#### **6. Access To Personal Information**

You may request access to the personal information CIAWA holds about you. The procedure for gaining access is as follows:

- a. All requests for access to your personal information must be made in writing and addressed to the (Privacy Officer).
- b. You must provide as much detail as possible regarding the business entity, department or person to whom you believe your personal information has been provided, and when. This will allow CIAWA to process your request faster.
- c. CIAWA will acknowledge your request within 14 days, and access will usually be granted within 14 days, or if it is more complicated, 30 days. CIAWA will inform you if this timeframe is not achievable.
- d. You will be asked to verify your identity.
- e. A fee may apply to such access in the event that a request for access is onerous or time consuming. Such a fee will cover staff costs involved in locating and collating information, and reproduction costs.

- f. Depending on the circumstances, you may be forwarded the information by mail or email, or you may be required to personally inspect your records at the appropriate place.
- g. You will be given the opportunity to correct any personal information that is no longer accurate.

In some circumstances, CIAWA may not be in a position to provide access. Such circumstances include the following:

- a. access would create a serious threat to safety;
- b. providing access will have an unreasonable impact upon the privacy of other individuals;
- c. denying access is required or authorised by law;
- d. the request is frivolous or vexatious;
- e. legal proceedings are underway or anticipated, and the information would not be accessible through the process of discovery in the proceedings;
- f. negotiations may be prejudiced by such access;
- g. providing access is likely to prejudice law enforcement;
- h. providing access is likely to prejudice action being taken or to be taken with respect to suspected unlawful activity or serious misconduct relating to CIAWA's functions or activities; or
- i. access would reveal a commercially sensitive decision making process.

If CIAWA denies access to your personal information, it will provide you with reasons in writing.

## 7. Changes To This Policy

CIAWA may, without notice, change this Policy from time to time for any reason and will update the Policy accordingly. We ask that you visit our website periodically in order to remain up to date with such changes.

## 8. Complaints

If you believe that your privacy has been infringed or a breach of the APPs has occurred, you are entitled to complain. All complaints should initially be in writing and directed to the (Privacy Officer). CIAWA will respond to your complaint as soon as possible, within 14 working days, to let you know who is responsible for managing your query. CIAWA will try to resolve the complaint within 30 working days. When this is not possible CIAWA will contact you to provide an estimate of how long it will take to handle the complaint.

If you believe CIAWA has not adequately dealt with your complaint, you may complain to the Privacy Commissioner whose contact details are as follows:

Officer of the Australian Information Commissioner (OAIC) Phone: 1300 363 992  
Email: enquiries@oaic.gov.au GPO Box 5218 Sydney NSW 2001

## 9. Privacy Officer's Contact Details

Please address all written correspondence to:

Privacy Officer

Caravan Industry Association Western Australia

Unit 6, 35 Tamara Drive, Cockburn Central WA 6164

Email: (info@caravanwa.com.au)

*Policy date: 10<sup>th</sup> March 2021*