

Institution of Fire Engineers Privacy Policy Statement

1. Introduction

At The Institution of Fire Engineers, we are committed to protecting your privacy.

This policy explains how and for what purposes we use the information collected about you via website www.ife.org.au (referred to below as the "Site").

Please read this Privacy Policy Statement carefully.

You acknowledge that by providing data to us, you consent to the processing of your data in accordance with this Privacy Policy Statement. However, you can contact us at any time by using the contact details set out at the end of this Statement to have your details removed from lists used by us for direct marketing purposes, to update your information, to raise any queries or to otherwise tell us how you would like to receive information about our and/or third party products and services - the choice is yours.

You can travel through most of our Site without giving us any information about yourself. However, sometimes we do need information to use for the purposes set out in section 3 below, and this Privacy Policy Statement explains data collection and use in those situations and generally.

Please read the complete Statement.

2. Collecting your Personal Information

We will ask you when we need information that personally identifies you (referred to below as "personal information") or allows us to contact you.

Personal information collected online by The Institution of Fire Engineers Australia Branch includes:

2.1 name, gender, date of birth.

2.2 email address, postal address, and telephone numbers.

2.3 country or location.

2.4 credit card and bank details (through secure gateway payment systems e.g. PayPal).

We may also request other information when needed to provide a service you request.

3. Use of your Personal Information

We use your personal information: -

3.1 for opening and administering accounts.

3.2 for obtaining and processing your registration.

3.3 for sending you information about our services.

3.4 to verify your identity.

3.5 for carrying out marketing analysis and making general improvements to the Site.

3.6 for obtaining your views and comments on the services we provide.

3.7 for administering contests/competitions.

3.8 for providing services you request.

3.9 for providing newsletters and information material.

3.10 to help you quickly find services or information on the Site.

4. Sharing Personal Information

We occasionally hire other companies to provide limited services on our behalf, including packaging, mailing and delivering purchases, answering customer questions about products or services, sending postal mail and processing event registration. We will only provide those companies the information they need to deliver the service, and they are prohibited from using that information for any other purpose. Please note that these services may be unavailable if you do not want us to disclose necessary personal information.

Other than as above, we will not disclose your personal information, without your consent unless

4.1 required to do so by law; or

4.2 in the good faith belief that such action is necessary to:

4.2.1 protect and defend the rights or property of The Institution of Fire Engineers Australia Branch and/or its websites; or

4.2.2 act in urgent circumstances to protect the personal safety of users of The Institution of Fire Engineers Australia Branch, its websites, and/or the public.

5. Control of your personal information

When you register, or otherwise give us personal information, we will not share that information with third parties without your permission, other than for the limited exceptions already listed. It will only be used for the purposes stated above.

6. Access to your personal information

We will provide you with the means to ensure that your personal information is correct and current. You may review and update this information at any time by accessing the Members Area on the Site or by writing to the Data Protection Manager at our address shown at the end of this Statement.

You can:

6.1 Tell us whether you want us to send you marketing information; and/or

6.2 Subscribe or cancel subscriptions to newsletters about our services and products.

You can write to the same address at any time to obtain details of personal information we may hold about you. *

Please quote your name and address together with your Membership number. We would be grateful if you could also provide brief details of what information you want (this helps us to more readily locate your data)*

For the protection of all our customers, we will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

*We may charge \$20 to cover the administration costs involved.

7. Security of your personal information

The Institution of Fire Engineers Australia Branch recognises that its customers are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general.

We are constantly reviewing and enhancing technical, physical and managerial procedures and rules to protect personal information from unauthorised access, accidental loss and/or destruction.

Please be aware that communications over the Internet, such as e-mails/webmail's, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Internet. We cannot accept responsibility for any unauthorized access or loss of personal information that is beyond our control.

8. Use of forums or chat rooms

The Site may from time to time include chat rooms, forums, message boards, and/ or news groups on which you can post information. Any information that you post in these areas becomes public information and you should always be careful when deciding to disclose your personal details as part of that information.

9. Information automatically collected from your computer

When you visit the Site our web server automatically records your IP address. This IP address is not linked to any of your personal information. We use IP addresses to help us administer the Site and to collect demographic information for aggregation purposes.

We may also gather other non-personal information (from which we cannot identify you) such as the type of your internet browser which we use to provide you with a more effective service.

10. Use of Cookies

When you visit the Site we may store some information (commonly known as a "cookie") on your computer. Cookies are pieces of information that a website transfers to your hard drive to store and sometimes track information about you. Cookies are specific to the server that created them and cannot be accessed by other servers, which means that they cannot be used to track your movements around the web. Passwords and credit card numbers are not stored in cookies. A cookie helps you get the best out of the Site and helps us to provide you with a more personalised service.

To ensure we are publishing online content customers need and want, we collect aggregated site-visitation statistics using cookies. We do not track individuals' use of the site.

When someone visits the site, a cookie is placed on the customer's machine (if the customer accepts cookies) or is read if the customer has visited the site previously.

We do not use this technology to access your personally identifiable information on the Site; it is a tool we use to compile aggregated statistics about the Site usage. We do not share tracking information outside of The Institution of Fire Engineers.

If you choose to not have your browser accept cookies from the Site, you will be able to view the text on the screens. However you will not experience a personalised visit nor will you be able to subscribe to the service offerings on the Site.

11. Monitoring and/or recording of your communications

Monitoring or recording of your calls, e-mails, and other communications may take place in accordance with Australian law, and in particular for business purposes, such as for quality control and training, and in order to prevent or detect crime. Please visit the following Websites for further information:

www.oaic.gov.au/privacy/privacy-act/the-privacy-act

12. Changes to this Statement

We will occasionally update this Statement. When we do, we will also revise the "last updated" date at the top of the Statement. For material changes, we will notify you by placing prominent notice on the Site.

13. Linking to third party websites

We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our Site and recommend that you check the policy of each site you visit and contact its owner or operator if you have any concerns or questions.

In addition, if you linked to this Site from a third party site, we cannot be responsible for the privacy policies and practices of the owners or operators of that third party site and recommend that you check the policy of that third party site and contact its owner or operator if you have any concerns or questions.

14. Contact Information

The Institution of Fire Engineers Australia Branch welcomes your comments regarding this Privacy Policy Statement.

Please contact us by postal mail at

National Secretary
IFE Australia
23 Grand Boulevard
Craigburn Farm
SA 5051
Australia