



KNITTERS' GUILD NSW INC – PRIVACY POLICY

The Knitters' Guild NSW Inc. recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our Privacy Policy and it tells you how your personal information is collected and managed. Even though we are not bound to do so, under the provisions of the Act, we respect your rights to privacy under the *Privacy Act 1988 (Cth) (Act)* and we comply with all of the Act's requirements in respect to the collection, management and disclosure of your personal information.

Definitions

"Guild" means the Knitters' Guild NSW Inc. in all instances where referenced

"Group" means a duly ratified Group of the Guild

"We/our" refers to duly appointed "Guild Officers" at Executive, Sub-committee or Group levels

"Guild Officers" are defined as follows –

Guild Executive level: Guild Officers are any Guild members who are duly elected or appointed to positions on the Guild Executive or their delegated Sub-committee Convenors, Officers or Events co-ordinators; or

Guild Group level: Guild Officers are any Guild members who are duly elected or appointed to positions as Guild Group Officers (Convenor, Secretary and Treasurer) and other Group appointed functionaries who require access to personal information, such as Workshop or Event co-ordinators.

"in writing" means communication by paper or electronic means

"Constitution" refers to the 2011 Constitution of the Knitters' Guild New South Wales Incorporated as amended 3 May 2014

"personal information records" refers to 1) web-based or paper-based forms submitted for renewal of membership or applications for membership or 2) contact data records held either electronically or on paper by any Guild Officers, as defined above

This document addresses the following considerations in respect of your personal information by Guild Officers and members:

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What is your personal information?

When used in this privacy policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

What personal information do we collect and hold?

We collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number – landline and /or mobile;
- your age-group;
- your skills and whether you are willing to conduct workshops;
- details of Certificates of Achievement you have completed;
- workshops you may have attended.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website;
- when you complete a membership application or renewal form;
- when you complete a purchase order for merchandise or register for events or Certificate of Achievement assessment.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide products and services to you and send communications requested by you;
- to answer queries and to provide information or advice;
- to provide you with access to protected areas of our website;
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, for example, we are obliged under the *Associations Incorporation Regulation 2010, Schedule 1 Model Constitution* Section 7 (1) to collect your name and a postal or residential address and note the date upon which you became a member;
- to enable statistical, demographic and geographic analysis of membership data for forward planning and provision of services.

Your personal information will not be shared, sold, rented or disclosed other than is described in this Privacy Policy.

To whom may we disclose your information?

We may disclose your information to:

- Guild Officers, as detailed below;
- Contractors or service providers for the purposes of the operation of our website or Guild business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, web hosting providers, IT systems administrators, printers, and professional advisors such as accountants;
- Any organisation for any authorised purpose with your express consent.

What information is accessible by or disclosed to Guild Officers?

The President, Secretary, Treasurer, Information Management Officer and Website Manager have access to all personal information held on the website database.

- The following Guild Officers will be supplied with your personal information, as detailed, by any Guild Officers who have access to the database:
 - Editor – name, email or postal address for emailing or distribution of the Guild Magazine;
 - Group Convenors – name, phone number email address, or postal address if an email address is not supplied, and Guild Membership Number of Guild members who are designated as members of their Group.
- You will be required to supply your personal contact information, as detailed, to the following Guild Officers if registering for the various services provided (phone numbers can be landline and/or mobile):
 - Workshop Convenor – name, phone number and email or postal address for provision of workshop information;
 - Event Co-ordinators (including exhibitions, residential events or tours) – name, phone number and email or postal address for provision of event information (Note – you will also be required to provide emergency contact details for residential events or tours);
 - Education & Judging Convenor – name, phone number, email address (as available) and postal address for return of Certificate of Achievement submissions;
 - Merchandise Officer - name, phone number, email address (as available) and postal address for supply of merchandise.

Note: These Guild Officers may be supplied with your personal contact details by any Guild Officer who has access to the database if the data required to enable contact is missing or incorrect.
- You will be required to supply your personal contact information, as detailed above, to Group Officers or Group Workshop or Event Co-ordinators when registering for workshops or events organised by Groups, for example, workshops conducted at non-Group meeting times or venues, bus tours or exhibitions.

Guild Member responsibilities in regard to your personal information

All Guild members have a responsibility to respect the personal information of all other members. A member's personal information may not be shared with any other members or entity without the member's consent.

- You may share your personal information with other members as friends or to communicate information, eg. “computer-buddies” – members who forward electronic communications to members who are not able to receive them. These members may not pass on your personal information to anyone else without your permission;
- Your designated Group Convenor will be supplied with your name, phone number and email address, or a postal address if you do not supply an email address and your Guild Membership Number;
- If a member or other individual or entity asks a Guild or Group Officer or member for your personal contact details they must contact you first, either for permission to disclose your details or to pass on the details of the person or entity making the request for you to follow up if you should wish to do so;
- Group or event sign-on books or sheets must only record your name and signature (required as a record of attendance for insurance purposes), in addition to the date, name and venue of the meeting or event. Visitor sign-on books or sheets must record the visitor’s name and signature (required as a record of attendance for insurance purposes), in addition to the date, name and venue of the meeting or event, and may request contact details to be provided with the visitor’s consent, these details should not be available for general viewing or passed on to others;
- Emails sent to multiple addressees at one time, for example, to communicate information regarding Guild events, Group meetings, etc. should be sent with addressees as BCC – blind copy.

Promotional materials or information

We may send you promotional material and information about the Guild and its activities that we consider to be of interest to you. These communications may be sent in various forms, including mail and email, in accordance with applicable marketing laws, such as the *Spam Act 2003* (Cth). If you indicate a preference for a method of communication, we will endeavour to use that method wherever practicable to do so. In addition, you may opt-out of receiving or change your method of receiving communications from us by contacting the Information Management Officer or amending your preferences on the Guild website.

We do not provide your personal information to other organisations, including Guild Retail Members, for the purposes of direct marketing whether in Australia or overseas.

Publication of photographs

Photographs of Guild members and non-members may not be published in Guild communications without the knowledge or permission of the subject/s of the photograph. These communications include, but are not limited to, the Guild Magazine, Group newsletters, event advertising, Ravelry, Twitter, Instagram, Pinterest and Facebook.

Note: Posing for a photograph will be deemed as knowledge of or permission for the photograph to be published as above. If you do not want your photo to be published, as above, you will need to either not pose for the photograph or request in writing to the Guild or Group Executive Committee, that it not be published. If you do not want your name to be published with a photograph, as above,

you will need to request, in writing to the Guild or Group Executive Committee, that it not be published.

What happens if you do not submit your personal information and we are unable to contact you?

If you do not provide us with your personal information, we may be unable to:

- Ratify your membership (see legal requirements above);
- Provide you with information about events or services or other information which would be considered to be of interest to you;
- Provide requested services to you, such as delivery of the Guild Magazine or other services requiring contact details, as shown above.

In the event that a Guild Officer or member is unable to contact you in relation to any service you have requested:

- The President, Secretary, Treasurer or Information Management Officer may check your information or provide your contact information to enable the Officer or member to contact you;
- Or, if you have requested that your contact information not be disclosed, the President, Secretary, Treasurer or Information Management Officer will contact you and request that you contact the Guild Officer or member concerned.

How can you access and correct your personal information?

If you believe that the personal information we hold about you is incorrect, incomplete or inaccurate, then you may either contact the Information Management Officer and request that the changes be made on your behalf or access your information via the website and make the changes yourself.

What is the process for complaining about a breach of privacy?

If you believe your privacy has been breached, please contact the Guild Executive Committee and provide details of the incident so that it can be investigated.

The Guild Executive Committee will treat your requests or complaints confidentially and the Guild President or Secretary will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options as to how they may be resolved. The Guild Executive Committee will aim to ensure that your complaint is resolved in a timely and appropriate manner.

If your complaint involves the Guild Executive as a whole, please contact the Guild Public Officer who will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options as to how they may be resolved.

Security

We will take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form.

In addition, our website hosting company takes reasonable steps to ensure the security of your information. However, as our website is linked to the internet, and the internet is inherently insecure, we cannot provide full assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information you transmit to us online is transmitted at your own risk.

However, we can assure you that no financial information is stored on the electronic database, all credit card transactions are dealt with externally through PayPal with no data linkage to our website. From time to time it may be necessary to request bank account details from you in order to process refunds for events or merchandise by direct deposit, these details will not be stored on the website.

Storage of personal information records

- Guild electronic records of personal information will be stored on the Guild database;
- Guild paper records of personal information will be stored with the Guild Secretary until such time as they can be transferred to a secure storage facility, only accessible by Guild Officers, within 6 months of receipt;
- Group electronic records of personal information will be stored on Group Executive Committee members' computers;
- Group paper records of personal information will be stored with a member of the Group Executive Committee, in a secure storage facility or transferred for storage by the Guild Executive Committee, as above.

Disposal of personal information records

- Guild database records will be deleted/destroyed as follows:
 - Website Database: When a member is no longer financial, as per Clause 13 of the Constitution, their personal contact details will be deleted from the database 12 months after the lapse of their membership. The member's name, Group, joining date and date of last renewal will be retained for archive purposes.
 - Paper records: Data from paper-based records will be transferred to the Website Database and the paper records will be destroyed 12 months after their receipt.
- Group records will be deleted/destroyed as follows:
 - Electronic records held with a Group Executive Committee member who resigns or is no longer eligible to hold office must be transferred to a serving member of the Group and deleted from the original member's computer records;
 - Paper records: All paper-based personal information records should be transferred for assessment and storage or destruction by the Guild Executive Committee, as above.

Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy policies.

Contacting us

- If you have any questions about this Privacy Policy, please use the contact link on our website or contact the President as follows:

President

E: president@knittersguildnsw.org.au or president@kgnsw.org.au

- If you would like to have changes made to your personal information or wish to notify that you do not want your personal information disclosed to any party please contact the Information Management Officer as follows:

Information Management Officer

E: membership@knittersguildnsw.org.au or membership@kgnsw.org.au

- If you have any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact the President as follows:

President

E: president@knittersguildnsw.org.au or president@kgnsw.org.au

- If you have any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy which involves any member/s of the Executive Committee, please use the contact link on our website or contact the Public Officer as follows:

Public Officer

E: publicofficer@knittersguildnsw.org.au or publicofficer@kgnsw.org.au

All Guild Officers can be contacted by post as follows:

(Name of Officer)
Knitters' Guild NSW
PO Box 460
EPPING NSW 2121

All mail received is forwarded to the relevant officer by the Guild Secretary or the Guild Information Management Officer. Any mail marked to the Public Officer will be forwarded without opening.

Changes to our Privacy Policy

We may change this Privacy Policy from time to time. Any updated versions of this Privacy Policy will be posted on our website and notified to you via the Guild Magazine.