
Policy GOV4 Privacy Policy

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Drafted by	CEO	Approved by Board	07/03/2024
Responsible person	CEO	Reviewed	
		Next Review	March 2025

In this Privacy Policy, use of 'we,' 'our' and 'us' refers to Botanic Gardens Australia and New Zealand (BGANZ) (25 952 427 724).

BGANZ values and respects the privacy of the people we deal with. The purpose of this policy is to outline our commitment to protecting your privacy and ensuring compliance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). This policy details how BGANZ collects, uses, holds, manages and discloses personal information. By providing personal information to BGANZ, you consent to this information being handled in accordance with this Privacy Policy.

WHAT IS PERSONAL INFORMATION?

The Privacy Act defines personal information as information or an opinion, whether true or not, whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable (such as name, address, telephone number and email address). Special provisions apply to the collection of personal information which is sensitive information. This includes health information and information about a person's race, ethnic origin, political opinions, membership of political, professional or trade associations, religious or philosophical beliefs, sexual preferences and criminal history.

WHAT PERSONAL INFORMATION DOES BGANZ COLLECT AND HOLD?

The personal information we collect about you depends on the nature of your dealing with us or what you choose to share with us. The personal information we collect about you may include:

1. personal details (name, date of birth, gender, signature)
2. contact details (address, email, phone numbers)
3. employment details (work address, contact details, job title)
4. sightings (including photos)
5. credit card or bank account details.

You do not have to provide us with your personal information. Where possible, we will give you the option to interact with us anonymously or by using a pseudonym. However, if you choose to deal with us in this way or choose not to provide us with your personal information, we may not be able to provide you with our services or otherwise interact with you.

HOW DOES BGANZ COLLECT PERSONAL INFORMATION?

BGANZ collects personal information in several ways, including:

- a) when you interact with us by phone
- b) membership registration forms
- c) volunteering forms
- d) event registrations and attendance
- e) participation in surveys and questionnaires
- f) subscribing to our mailing list
- g) interacting with us online
- h) applying for a position with us as an employee, contractor or volunteer.

BGANZ may also collect your personal information from third parties such as from:

- a) an employer or member who has nominated you for the honour roll, professional development opportunities or awards
- b) your university, TAFE or school if you are participating in one of our programs or services through your educational institution
- c) fundraisers that BGANZ may engage to assist us with our fundraising activities
- d) marketing or event management contractors who we work with for large events.

BGANZ collects your payment card details in accordance with the Payment Card Industry Data Security Standard.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use personal information for many purposes in connection with our functions and activities, including the following:

- a) to provide you with information or services that you request from us
- b) to develop, evaluate and continually improve our services to you
- c) to determine your suitability for BGANZ Membership
- d) to send you information about BGANZ forums, events and newsletters
- e) marketing and research purposes
- f) to request and process donations and receipts
- g) internal administrative purposes.

We may disclose your personal information to third parties in accordance with this policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- a) third party service providers such as IT and accounting providers
- b) external suppliers engaged to assist with marketing
- c) external providers engaged to conduct fundraising activities on our behalf.

TRANSFER OF PERSONAL INFORMATION OVERSEAS?

Some of the third-party service providers we disclose personal information to are based in or have servers located in America.

Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. We will only disclose to overseas third parties if:

- you have given us your consent to disclose personal information to that third party; or
- we reasonably believe that:
 - the overseas recipient is subject to a law or binding scheme that is, overall, substantially similar to the APPs; and
 - the law or binding scheme can be enforced; or
- the disclosure is required or authorised by an Australian law or court/tribunal order.

ONLINE ACTIVITY

The BGANZ website(s) may contain links to websites operated by third parties. If you access a third-party website through our website(s), personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third-party provider or website and we are not responsible for the privacy policies or the content of any third-party provider or website. Third party providers/websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

BGANZ uses cookies to track your personal transactions while you are logged in to the BGANZ website. Cookies are small text files stored on your hard drive that assemble data on how you browse the internet. Personal information on your computer's hard drive will not be accessed by cookies. Cookies are not made available to any third party, and are not used to track your activity beyond the BGANZ site.

Website analytics

Our website uses Google Analytics to help us better understand visitor traffic, so we can improve our services. Although this data is mostly anonymous it is possible that under certain circumstance, we connect it to you.

MARKETING

In accordance with the Privacy Act, the *Spam Act 2003* (Cth) and the *Do Not Call Register Act 2006* (Cth), BGANZ may use your personal information to contact you (including by telephone call, text message or email) in relation to BGANZ functions and activities that we think may be of interest to you (including to seek donations).

If at any time you do not wish to receive any communications or marketing materials from BGANZ, please let us know by contacting us using the details in the 'Contact Us' section of this Privacy Policy. We will register your preferences accordingly. You may also opt-out of receiving electronic communications or marketing materials from us by using the 'unsubscribe' function within these communications.

HOW DO WE MANAGE YOUR PERSONAL INFORMATION?

BGANZ stores your personal information in hard copy documents or as electronic data in our software IT systems (and those of our service providers). Our IT servers and databases are located in Australia and America.

To the extent required by the Privacy Act, BGANZ will take reasonable steps to:

- a) make sure that the personal information that we collect, use and disclose is accurate, complete and up to date
- b) protect the personal information that we hold from misuse and loss
- c) protect the personal information that we hold from unauthorised access, modification or disclosure.

Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example, record-keeping obligations.

HOW CAN YOU ACCESS OR UPDATE YOUR PERSONAL INFORMATION?

If you wish to make a request to access and/or correct the personal information we hold about you we recommend that you:

- a) contact us (use the 'Contact us' section of this Privacy Policy for our contact details) and
- b) keep us up to date with changes to personal information, such as your name or address.

We will endeavour to respond to such requests within 7 days and confirm in writing once the request has been completed. In certain circumstances BGANZ is entitled to deny you access to personal information held about you. Circumstances in which access to your personal information may be denied include when giving you access may have an unreasonable impact on the privacy of other individuals, or where you make a request that is frivolous or vexatious. If access is denied, reasons for the denial of access will be given in writing.

WHAT IF YOU HAVE A COMPLAINT?

If you have any concerns or complaints about the manner in which your personal information has been collected or handled by us, please contact us via the details in the 'Contact Us' section below. Note we may require proof of your identity and full details of your request before we can process your complaint.

We will keep a written register of any complaints received which records:

- a) The name and contact details of the individual making the complaint
- b) The details of the complaint
- c) The date the complaint is received.

BGANZ will take all reasonable steps to investigate and resolve complaints in a timely manner. We will acknowledge the receipt of your complaint and keep you up to date on the progress of your complaint. We will use our best endeavours to ensure that all complaints are investigated and resolved to your satisfaction within 14 days of their receipt. If you are not satisfied with BGANZ's response to a complaint, you may contact the Office of the Australian Information Commissioner who may investigate your complaint further. Details

of how to submit a complaint to the Office of the Australian Information Commissioner can be found [here](#).

CONTACT US

If you have any questions in relation to our Privacy Policy, please contact our office by email, phone or letter, and direct your enquiry to the Chief Executive Officer. You can contact us by:

- **Email:** secretariat@bganz.org.au
- **Post:** PO Box 1777, Canberra, ACT 2601