

Privacy Policy Statement

ACIA values your privacy. Protecting privacy and confidentiality is central to the Australian Community Industry Alliance's (ACIA) operations.

The Australian Privacy Principles set minimum standards covering the lawful collection, use, disclosure and storage of personal information. ACIA is committed to complying with those Principles.

ACIA will:

- Only collect information required to meet the ACIA's functions, goals and responsibilities
- Only use information collected for the purposes outlined in this policy
- Take all reasonable steps to ensure the information it holds is accurate, up to date and complete
- Take all reasonable steps to protect the security of the organisational and personal information it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy

ACIA will use organisation/individual information to:

- Process applications, membership renewals and certification information
- Update membership and certification information
- Contact members to provide information on topics relevant to members
- Ensure compliance with ACIA's constitution
- Issue invoices and process payments
- Provide organisations/individuals with access to and information about current and future member benefits
- Provide members with news and information relevant to the community services industry
- Communicate with, and provide information to, an organisation's nominated certified auditing bodies or auditors
- Update, publish and communicate certification information and status, where appropriate

ACIA may use organisation/individual information to:

- Conduct market or other research
- Analyse organisation/individual information
- Communicate and share information with scheme funding bodies (such as icare, MAIB, NDIA, NDIS Commission, Aged Care Quality and Safety Commission, and other relevant bodies) where:
 - The organisation/individual is a provider of community services in the relevant scheme and the scheme funder is entitled to certification information; or
 - ACIA is required to disclose information by law
- Information may also be shared in accordance with ACIA External 047 - Information Sharing Guidelines where relevant to certification, adverse events, quality assurance, provider oversight, risk management or scheme administration.
- Disclose organisational and personal information in order to comply with mandatory reporting requirements and the Australian Privacy Principles under the Privacy Act 1988 (Cth), including where ACIA reasonably believes that the use or disclosure is necessary to lessen or prevent:
 - A serious threat to an individual's life, health or safety; or
 - A serious threat to public health or public safety
- Disclose organisational or personal information where ACIA reasonably believes that the use or disclosure is reasonably necessary for one or more of the following by, or on behalf of, an enforcement body:
 - The prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction, or breaches of a prescribed law;
 - The enforcement of laws relating to the confiscation of the proceeds of crime;
 - The protection of the public revenue;
 - The prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct

Information may also be collected through ACIA's website, online forms, email subscriptions and other digital communications, and will be managed in accordance with this statement.

Use of Cloud-Based Systems and Overseas Disclosure:

ACIA may use third-party cloud-based business systems, including customer relationship management (CRM), certification administration, reporting and communication platforms, to collect, store, process and manage organisational and personal information.

ACIA takes reasonable steps to ensure information is stored securely and, where practicable, within Australia.

However, some technology service providers may provide technical support, maintenance or troubleshooting services from locations outside Australia. In limited circumstances, authorised personnel employed or engaged by these service providers may access information for these purposes.

By providing information to ACIA, organisations and individuals acknowledge that information may be handled through such systems in accordance with applicable privacy laws and ACIA's privacy obligations.

Organisation/individual information includes:

- Organisation/individual membership details
- Provider certification details and reports
- Information captured on forms, applications, surveys and digital submissions
- Communications with ACIA
- Updates to information provided by organisation/individuals
- Information stored within ACIA's approved business systems and customer relationship management (CRM) platforms

ACIA includes ACIA staff, the ACIA Board and contractors.

Organisations and individuals may request access to, or correction of, information held by ACIA, subject to any legal limitations.

All enquiries or complaints about privacy should be directed to the Chief Executive Officer of ACIA through contact@acia.net.au. ACIA will respond to privacy enquiries and complaints within a reasonable timeframe.

This statement has been prepared in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) and Privacy Act 1988 (Cth).

Related Documents

- ACIA External 047 – Information Sharing Guidelines
- ACIA External 046 – Prevention and Management of Adverse Events in Community Care
- ACIA External 009 – ACIA Membership Code of Conduct
- ACIA External 012 – ACIA Constitution (Objects)
- Privacy Act 1988 (Cth)