

MODEL AERONAUTICAL ASSOCIATION OF AUSTRALIA INCORPORATED PRIVACY POLICY

The protection of personal information is important to Model Aeronautical Association of Australia Incorporated (**MAAA**). Under the *Privacy Act 1988 (Cth)*, MAAA is not required to comply with the Australian Privacy Principles. However, MAAA is committed to respecting the right to privacy and the protection of personal information and commits to uphold and comply with the protections outlined in this policy.

This document sets out how MAAA may collect, hold and use personal information. By providing your personal information to MAAA, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

What personal and sensitive information does MAAA collect?

Personal Information

Personal information is information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine someone's identity.

The information collected by MAAA about a particular person will vary depending on the circumstances of collection. It may include, but is not limited to, a person's contact details (name, email and/or postal address, phone number), date of birth, gender, credit card details, qualifications or communication history with MAAA.

Sensitive Information

MAAA is required by law to obtain consent when collecting sensitive information. MAAA will assume consent to the collection of all sensitive information that is provided to it for use in accordance with this Privacy Policy, unless told otherwise.

How does MAAA collect personal and sensitive information?

Information may be collected when you:

- (a) become a member of an association or other body which is a member of or affiliated with MAAA (**MAAA Affiliate**);
- (b) subscribe to any publication of MAAA or a MAAA Affiliate, including electronic publications;
- (c) provide details to MAAA or a MAAA Affiliate in an application, consent form, survey, feedback form or incident report;
- (d) enter personal information into, or agree to having your personal information entered into, one of MAAA's online systems;
- (e) access the MAAA website or a website of a MAAA Affiliate;
- (f) contact MAAA via email, telephone or mail or engage with MAAA via social media;
- (g) participate in any program, activity, competition or event run by MAAA or a MAAA Affiliate;
- (h) purchase tickets to an event from MAAA or an authorised agent;
- (i) purchase merchandise, products or services from MAAA or an authorised agent or licensee;
- (j) are elected or appointed to the Board or a committee of MAAA;
- (k) apply for employment or a volunteer position with MAAA or a MAAA Affiliate; or
- (l) where MAAA is required to do so by law (for education, child protection, work health and safety laws, charitable collections, medical treatment or other legislation in Australia).

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Providing information

Depending on the circumstances, some types of information will be required and others might be optional. If you do not provide some or all of the information requested, this may affect MAAA's ability to communicate with you or provide the requested products or services.

By not providing requested information, you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with MAAA or a MAAA Affiliate. If it is impracticable for MAAA to deal with you as a result of you not providing the requested information or consent, MAAA may refuse to do so.

Collection from third parties

MAAA or a MAAA Affiliate may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, MAAA collects information from third parties. Examples of such third parties could include companies that host our email and website services.

Information storage and protection

MAAA stores information in different ways, including in paper and electronic form.

Much of the information we collect from and about our members is added to MAAA's membership database. When your information is entered into MAAA's membership database, the information may be combined or linked with other information held about you.

Security of personal information is important to MAAA. MAAA has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures MAAA uses includes strict confidentiality requirements of our employees, volunteers, MAAA Affiliates and service providers, security measures for system access and security measures for our website.

How does MAAA use and disclose personal and sensitive information?

Use

MAAA, and third parties to whom we may disclose personal information in accordance with this Privacy Policy, may use your personal information to:

- (a) verify your identity;
- (b) research, develop, run, administer and market competitions, programs, activities and other events relating to model aeronautics;
- (c) research, develop and market products, services, merchandise and special offers made available by us and third parties
- (d) respond to emergency situations involving or requiring medical treatment;
- (e) administer, manage and provide you with access to www.maaa.asn.au and
- (f) keep you informed of news and information relating to various model aeronautics events, activities and opportunities via various mediums.

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Disclosure

MAAA may disclose your personal information to a range of organisations which include, but are not limited to:

- (a) MAAA Affiliates and other organisations involved in model aeronautics programs in Australia;
- (b) companies we engage to carry out functions and activities on MAAA's behalf, including direct marketing;
- (c) our professional advisers, including our accountants, auditors and lawyers;
- (d) our insurers;
- (e) aeronautics and safety bodies such as the Civil Aviation Safety Authority, Fédération Aéronautique Internationale, Air Sport Australia Confederation
- (f) in other circumstances permitted by law.

In some circumstances, personal information may also be disclosed outside of Australia - for example personal information is disclosed to the Fédération Aéronautique Internationale which is located in Switzerland. In such circumstances, MAAA will use its best endeavours to ensure such parties are subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are suitably similar to the Australian Privacy Principles.

Direct marketing

We will assume consent to use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers).

Every person whose data is collected by MAAA has the option of making use of the opt-out procedures included in any communications from us (however, information relating to the option to unsubscribe from those communications may be retained).

Other disclosures

In addition, MAAA may also disclose personal information:

- (g) with your express or implied consent;
- (h) when required or authorised by law;
- (i) to an enforcement body when reasonably necessary; or
- (j) to lessen or prevent a threat to an individual or public health or safety.

MAAA website

When users visit the MAAA website, our systems may record certain information about their use of the site, including the web pages visited and the time and date of their visit. MAAA uses this information to help analyse and improve the performance of the MAAA website.

In addition we may use "cookies" on the MAAA website. Cookies are small text files that help a website to remember the preferences of users to improve the experience of using that website. In some cases, the cookies that we use may collect some personal information. MAAA will treat this information in the same way as other personal information we collect. You are free to disable cookies on your internet browser to prevent this information being collected; however, you will lose the benefit of the enhanced website experience that the use of cookies may offer.

Websites linked to the MAAA website are not subject to MAAA's privacy standards, policies or procedures. MAAA cannot take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third party website.

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Accessing and seeking correction of information held by MAAA

MAAA will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly.

We encourage all users to regularly review and update their personal information. If you would like to access personal information that we hold about you, we require you to put your request in writing. If we do not allow you access to any part of the personal information we hold about you, we will tell you why.

Individuals may also request access to their personal information held by us by making a request via the contact details set out below. We will respond to your request for access within 14 days and endeavour to provide the requested information within 30 days. If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will see that it is corrected.

Resolving privacy issues and complaints

Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made to the MAAA Privacy Officer at this address:

Privacy Officer: Kevin Dodd (Secretary, MAAA)
MAAA
16 Illidge Road, Victoria Point QLD 4165
Email: secretary@maaa.asn.au
Phone: 07 3207 9067

We will respond to your complaint within 30 days and try to resolve it within 90 days. If we are unable to resolve your complaint within this time, or you are unhappy with the outcome, you can contact the Office of Australian Information Commissioner via its enquiries line 1300 363 992 or website <http://www.oaic.gov.au/> to lodge a complaint.

For further information on MAAA's management of personal information, please contact MAAA.

MAAA may amend this Privacy Policy from time to time.