

Corporate Privacy Policy

Protecting your privacy

We are the Australian Property Institute (ABN 49 007 505 866), 6 Campion Street, Deakin, ACT 2600 (**API**).

From the 21st of December 2001, amendments to the Commonwealth Privacy Act will affect the way in which we deal with your information. In particular the National Privacy Principles set out a code of behaviour for how we deal with your personal information. Our privacy policy is effective from the 21st December 2001 and applies to all the information collected about individuals including our members.

We respect your privacy

We have created this Privacy Policy in order to demonstrate our firm commitment to protecting your privacy. This policy sets out our policies on the management of personal information and explains what sort of information we hold, the purposes for which we hold it and how we collect, store and handle that information.

Why do we collect personal information?

We collect personal information in order to provide you with our membership services. We need this information to provide you with newsletters, provide you with accreditation and to provide you with the opportunity to join a national practitioner list for use by other members of the property industry as well as the public. Without this information we would not be able to carry out our business and provide our membership services to you.

Before we can do this, we need to know who you are and what you do, and your location and address and your professional qualification. We may also need details about your employer and your employment history. Our services require us to collect your sensitive information, such as the fact that you may be an existing or past member of the API.

We will only collect your information if we need to and then only in accordance with the requirements of the Privacy Act. If you do not provide the personal information that we request then we may not be able to provide you with our membership services or consider your application of accreditation at the level you are seeking.

From time to time we may use your personal information to provide you with news or offers about products and services available from API that may be of interest to you. At any time, if you no longer wish to receive this additional marketing material please notify us and we will remove your details from our marketing database.

How do we collect the personal information?

Where possible we will collect the information from you or from someone authorised to act on your behalf, such as a referee. When you give us personal information about other individuals (such as referees) we rely on you to have obtained their consent for you to do this and for you to inform them that API may provide it to members of the relevant API committee, and the reasons for why we will do this. Obtaining the consent is particularly important if you are providing us with sensitive information about that person.

We may collect the information in writing, by telephone, through our website and by other electronic communication channels. You will provide much of the information we require in the completed application form you give to us.

We may need to ask you or others further questions to ensure we are clear about your membership and to enable us to process your membership application or your application for accreditation review. We collect this information through our staff and through our contracted agents and other service providers, which may be at the national or the state level.

Wherever practicable, we will ask you for the information directly. However, we may need to contact other people & organisations, such as your employer, business associates, and referees to confirm information about you.

Who will see or have access to your personal information?

Unless we are required to provide your personal information to others for purposes of public safety and law enforcement, your information will only be seen or used by persons working in or on behalf of API or our contracted service providers.

These people will include our own and our contracted customer service staff, National Information Service Provider and mailing house.

Security of your personal information

We recognise that you are concerned about the security and confidentiality of the information we hold about you. We recognise the value of that information and we will do everything we reasonably can to prevent unauthorised access to, or disclosure, misuse or loss of that information.

Our staff who have access to your information have been briefed on the requirements of the Privacy Act and our contracted service providers have been made aware that they are required to comply with the requirements of the Privacy Act.

We use encryption and other data protection techniques whenever we store or transmit information electronically and when storing personal information in hard copy form in secure facilities. Our information systems and files are kept secured from unauthorised access and our staff and contracted agents and service providers have been informed of the importance we place on protecting your privacy and their role in helping us to do this.

If you use our website you should also refer to our website privacy policy which is located on our website at www.propertyinstitute.com.au

Access and Accuracy of your personal information

We will take reasonable steps to ensure that the personal information we collect from or about you is accurate, complete and up to date whenever it is used, collected or disclosed. You are entitled to access your information if you wish and subject to any legal restrictions, we would be happy to advise you what personal information we hold about you if you request this. There may be some cost to you to cover the cost of retrieving and processing the information.

If you believe there are errors in our records about you, please let us know and we will be happy to investigate and correct any inaccuracies.

You may opt out of receiving any marketing materials that may be sent by us by contacting our Privacy Officer, Grant Warner, on (02) 6282-2411 or email grant.warner@propertyinstitute.com.au, or by posting a letter to 6 Campion Street, Deakin, ACT 2600.

Will we send your personal information outside Australia?

It may be necessary for us to transfer personal information we hold about you to an organisation outside Australia, for example where you have registered with us for an international conference. We will not transfer information outside Australia without your consent unless we are satisfied, or have put arrangements in place to ensure, that the information will be handled in a manner that is consistent with the requirements of the Privacy Act.

Compliance with the Federal Privacy Act

We are committed to ensuring to the best of our ability that we meet the requirements of the National Privacy Principles and the Privacy Act.

Due to the nature of our services, we are not able to offer membership or accreditation to individuals who wish to be anonymous or who do not provide us with sufficient information to enable us to properly assess their application.

Privacy Complaints

If you believe that your privacy has been prejudiced you have a right to lodge a complaint with us. You should contact the Privacy Officer in writing by email privacy@propertyinstitute.com.au, or by posting a letter to 6 Campion Street, Deakin, ACT 2600.

Contacting Us

If you would like any further information on our Privacy Policy or if you have any concerns over the privacy protection of the information you have given to us or that we have collected from others, email privacy@propertyinstitute.com.au, or by posting a letter to 6 Campion Street, Deakin, ACT 2600.

Should you wish to read more information about the privacy legislation or the National Privacy Principles we recommend that you visit the Federal Privacy Commissioner's website at www.privacy.gov.au