



AHK Australien Privacy Policy

1. Policy

The German-Australian Chamber of Industry & Commerce Ltd (ACN 001 428 968) (**AHK Australien**) is bound by the Australia Privacy Principles (**APPs**) in the *Privacy Act 1988* (Cth). AHK Australien understands the importance of, and is committed to, protecting your personal information. This Privacy Policy explains how AHK Australien manages your personal information, including AHK Australien's obligations and your rights in respect of AHK Australien's dealings with your personal information.

Please take a moment to read AHK Australien's Privacy Policy as it describes what happens to your personal information (that is, information or an opinion about you, whether true or not, which identifies you or from which your identity is reasonably identifiable) that is collected via AHK Australien's website at www.germany.org.au and <https://australien.ahk.de/en/> (**Website**).

2. Collection of your personal information

- 2.1 AHK Australien will collect and hold your personal information in a fair and lawful manner, and not in an unreasonably intrusive way. Where it is reasonably practical to do so, AHK Australien will collect your personal information directly from you. However, in certain cases AHK Australien may collect personal information from third parties, including from publicly available sources.
- 2.2 AHK Australien may collect the personal information you directly give to it through some of the following means:
- (a) when you make an inquiry or order in relation to services through AHK Australien's Website;
 - (b) when you contact AHK Australien regarding the services you have requested;
 - (c) when you apply or register to become an AHK Australien member;
 - (d) when you login on the Website;
 - (e) when you use the AHK Australien member app;
 - (f) from other related correspondence (whether in writing or electronically);
 - (g) when registering for, attending or participating in events organised by AHK Australien, including webinars;
 - (h) while conducting customer satisfaction and market research surveys;
 - (i) when administering any of AHK Australien's services; and
 - (j) as otherwise required to manage AHK Australien's business.

3. Types of personal information AHK Australien collects

- 3.1 The types of personal information AHK Australien may collect can include (but is not limited to), your name, postal address, email address, phone numbers and billing information/credit card information. AHK Australien may also ask for information such as job function, job title, industry sector, company and country. If you participate in or attend an event we organise (whether in person or online), we may also collect images and or video footage of you and use these images and recordings in our publications.
- 3.2 Where you do not wish to provide AHK Australien with your personal information, AHK Australien may not be able to respond to your queries, process your membership application or provide you with requested goods or services.

4. Purposes for handling your personal information

- 4.1 As a general rule, AHK Australien only processes personal information for purposes that would be considered relevant and reasonable in the circumstances. AHK Australien will only collect information that is necessary for the purposes as described in this Privacy Policy, or other purposes specifically communicated to you. AHK Australien uses fair and lawful methods to collect personal information.
- 4.2 AHK Australien collects, holds, uses and discloses personal information to:
- (a) provide you with AHK Australien's services;
 - (b) facilitate and conduct membership events, both in person and online;
 - (c) manage and administer memberships and services, including account opening procedures;
 - (d) communicate with you regarding your membership and any services you have requested;
 - (e) comply with AHK Australien's legal and regulatory obligations; and
 - (f) otherwise to manage AHK Australien's business.

5. Use and disclosure of your personal information

- 5.1 Some of the primary purposes for which AHK Australien uses and discloses personal information include:
- (a) maintaining member records;
 - (b) supplying services;
 - (c) account keeping and invoicing;
 - (d) administering AHK Australien accounts with you; and
 - (e) organising events.
- 5.2 AHK Australien may also use and disclose your personal information that AHK Australien collects for a secondary purpose. A secondary purpose is one which is related to the primary purpose of collection. Some of the secondary purposes for which AHK Australien may collect your personal information include:

- (a) marketing AHK Australien's services to you;
- (b) services development;
- (c) customer and market research; and
- (d) to keep you informed of any changes to AHK Australien's business, services or other offerings that may be of interest to you.

5.3 AHK Australien generally does not disclose your personal information to third parties or organisations, unless they are contracted or employed to provide administrative services on AHK Australien's behalf and are bound by the APPs.

5.4 If you download the AHK Australien member app via a link we provide to you, certain personal information you provided to us, such as your name, company name and email address, is pre-loaded in the app. The following personal information about you is visible to other users of the app: name, company, title. You may provide additional information in the app voluntarily, such as city, country, industry sector and your biography, which will also be visible to other users of the app. The app may provide push notifications to you regarding upcoming events and AHK news. You may also use the app to communicate with other members. If another member requests to contact you through the app, you may accept or reject the request.

5.5 If you attend or participate in events organised by AHK Australien, please be aware these may be recorded and photographed. In the case of online events such as webinars, your name, image and voice may be seen or heard by other attendees, depending on whether the microphone and webcam are activated on the device you are using. Photographs and recordings of such events (both in person and online events), which may include your image / voice and other personal information, may be made available to the public including via online channels.

5.6 AHK Australien will not use or disclose your personal information for any other purpose unless you have consented to that use or disclosure, or where it is permitted to do so by applicable law.

6. Protection of personal information

6.1 AHK Australien treats your personal information with the greatest of care. AHK Australien maintains appropriate physical, procedural and technical security at its offices and information storage facilities so as to prevent any loss, misuse, unauthorised access, disclosure, or modification of personal information. This also applies to disposal of personal information.

6.2 AHK Australien further protects personal information by restricting access to personal information to those who need access to do their job. Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of your personal information.

7. Direct marketing

7.1 Like most businesses, marketing is important to AHK Australien's continued success. AHK Australien has a unique range of products and services that it provides to members and customers. AHK Australien would therefore like to stay in touch with members and customers and let them know about new opportunities. AHK Australien may provide you with information about new products, services, promotions and opportunities.

7.2 AHK Australien may disclose your personal information to third parties for marketing purposes.

- 7.3 However, you may opt out at any time if you no longer wish to receive marketing messages from AHK Australien. You can make this request by contacting AHK Australien's Privacy Officer.

8. Accessing and correcting your personal information

- 8.1 You may contact AHK Australien's Privacy Officer (see contact details below in section 10.1) to request access to the personal information that AHK Australien holds about you and/or to make corrections to that information, at any time.
- 8.2 AHK Australien may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by AHK Australien. On the rare occasion when AHK Australien refuses access, you will be provided with a written notice stating the reasons for refusing access.
- 8.3 AHK Australien is not obliged to correct any of your personal information if AHK Australien does not agree that it requires correction and may refuse to do so. If AHK Australien refuses a correction request, you will be provided with a written notice stating the reasons for the refusal.

9. Overseas transfers of personal information

- 9.1 As the internet is a global environment, using the internet to collect and process personal information necessarily involves the transmission of that information worldwide.
- 9.2 AHK Australien may disclose personal information between its related bodies corporate, where permitted under the Privacy Act. AHK Australien is part of a worldwide network of Germanic chambers of industry and commerce known as the German Chamber Network (**AHK**), a German Government organisation. AHK Australien may therefore disclose personal information to its associated entities in the AHK in other countries.
- 9.3 As at the date of this Privacy Policy, AHK Australien is not likely to disclose personal information to other overseas recipients other than those in the AHK network. If in future AHK Australien proposes to disclose personal information overseas, AHK Australien will do so in compliance with the requirements of the Privacy Act. AHK Australien will, where practicable, advise you of the countries in which any overseas recipients are likely to be located.
- 9.4 By providing your personal information to AHK Australien, you consent to AHK Australien disclosing your personal information to the overseas recipients as set out in 9.2 and 9.3 above for purposes necessary or useful in the course of operating AHK Australien's business, and agree that APP 8.1 will not apply to such disclosures. For the avoidance of doubt, in the event that an overseas recipient breaches the APPs, that entity will not be bound by, and you will not be able seek redress under, the Privacy Act.
- 9.5 If you do not want AHK Australien to disclose your information to overseas recipients, please let AHK Australien's Privacy Officer know.
- 9.6 From time to time AHK Australien may engage an overseas recipient to provide services to AHK Australien, such as cloud-based storage solutions. Please note that the use of overseas service providers to store personal information will not always involve a disclosure of personal information to that overseas provider. However, by providing AHK Australien with your personal information, you consent to the storage of such information on overseas servers and acknowledge that APP 8.1 will not apply to such disclosures. For the avoidance of doubt, in the event that an overseas recipient

breaches the APPs, that entity will not be bound by, and you will not be able seek redress under, the Privacy Act.

10. Resolving personal information concerns

- 10.1 If you have any questions, concerns or complaints about this Privacy Policy, or how AHK Australien handles your personal information (including if you believe we have breached the Privacy Act or the Australian Privacy Principles), please email our Privacy Officer at michael.zettinig@germany.org.au or write to:

Dr Michael Zettinig
The Privacy Officer
German-Australian Chamber of Industry and Commerce
Level 6, 8 Spring Street
Sydney NSW 2000
Tel: +61 (0)2 8296 0448

- 10.2 Once a query has been lodged, the Privacy Officer will respond to you as soon as possible.
- 10.3 If you are not satisfied, you may also lodge a complaint with the Office of the Australian Information Commissioner by telephone: 1300 363 992 or email: enquiries@oaic.gov.au.

11. Changes

- 11.1 AHK Australien reserves the right to change the terms of this Privacy Policy from time to time, without notice to you. An up-to-date copy of the Privacy Policy is available on our Website at <https://australien.ahk.de/en/data-protection>.

The last update to this document was 15 October 2020.