

GACIC Privacy Policy

1. Policy

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

Please take a moment to read GACIC'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 GACIC's website at www.germany.org.au (**Website**).

2. Collection of your personal information

- 2.1 GACIC 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, GACIC will collect your personal information directly from you. However, in certain cases GACIC may collect personal information from third parties, including from publically available sources.
- 2.2 GACIC 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 GACIC's Website;
 - (b) when you contact GACIC regarding the services you have requested;
 - (c) when you login on the Website;
 - (d) from other related correspondence (whether in writing or electronically);
 - (e) while conducting customer satisfaction and market research surveys;
 - (f) when administering any of GACIC's services; and
 - (g) as otherwise required to manage GACIC's business.

3. Types of personal information GACIC collects

- 3.1 The type of personal information GACIC may collect can include (but is not limited to), your name, postal address, email address, phone numbers and billing information/credit card information. GACIC may also ask for information such as job function, job title, industry sector, company and country.
- 3.2 Where you do not wish to provide GACIC with your personal information, GACIC may not be able to provide you with requested goods or services.

4. Purposes for handling your personal information

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

5. Use and disclosure of your personal information

- 5.1 Some of the primary purposes for which GACIC uses and discloses personal information include:
- (a) maintaining member records;
 - (b) supply of services;
 - (c) account keeping and invoicing; and
 - (d) administering GACIC accounts with you.
- 5.2 GACIC may also use and disclose your personal information that GACIC 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 GACIC may collect your personal information include:
- (a) marketing GACIC services to you;
 - (b) services development;
 - (c) customer and market research; and
 - (d) to keep you informed of any changes to GACIC business, services or other offerings that may be of interest to you.
- 5.3 GACIC generally does not disclose your personal information to third parties or organisations, unless they are contracted or employed to provide administrative services on GACIC's behalf and are bound by the APPs.
- 5.4 GACIC will not use or disclose your personal information for any other purpose unless you have consented to that use or disclosure.

6. Protection of personal information

- 6.1 GACIC treats your personal information with the greatest of care. GACIC 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 GACIC 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 GACIC's continued success. GACIC has a unique range of products and services that it provides to members and customers. GACIC would therefore like to stay in touch with members and customers and let them know about new opportunities. GACIC may provide you with information about new products, services and promotions.
- 7.2 GACIC 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 commercial messages from GACIC. You can make this request by contacting GACIC's Privacy Officer.

8. Accessing and correcting your personal information

- 8.1 You may contact GACIC's Privacy Officer to request access to the personal information that GACIC holds about you and/or to make corrections to that information, at any time. On the rare occasion when GACIC refuses access, you will be provided with a written notice stating the reasons for refusing access. GACIC may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by GACIC.
- 8.2 GACIC is not obliged to correct any of your personal information if GACIC does not agree that it requires correction and may refuse to do so. If GACIC 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 GACIC may disclose personal information between its related bodies corporate, where permitted under the Privacy Act. GACIC is part of a worldwide network of Germanic chambers of industry and commerce known as the German Chamber Network (**AHK**), a German Government organisation. GACIC 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, GACIC is not likely to disclose personal information to other overseas recipients in the AHK. If in future GACIC proposes to disclose personal information overseas, GACIC will do so in compliance with the requirements of the Privacy Act. GACIC 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 GACIC, you consent to GACIC disclosing your personal information to the overseas recipients as set out in 9.2 for purposes necessary or useful in the course of operating GACIC'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 Act.
- 9.5 If you do not want GACIC to disclose your information to overseas recipients, please let GACIC know.
- 9.6 From time to time GACIC may engage an overseas recipient to provide services to GACIC, 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 GACIC 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 GACIC handles your personal information, please email our Privacy Officer at ursula.eisenbeis@germany.org.au or write to:

Ursula Eisenbeis
The Privacy Officer
German-Australian Chamber of Industry and Commerce
Level 6, 8 Spring Street
Sydney NSW 2000
Tel: +61 (0)2 8296 0423
Fax: +61 (0)2 8296 0411

- 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 GACIC 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 www.germany.org.au.

The last update to this document was 3 December 2014.