

## Privacy Policy

Timber Queensland Ltd. (ABN: 50 092 686 756)

### Definitions used in this policy

#### *Personal information*

'Personal information' is any information or opinion (including information or an opinion forming part of a database) whether true or not, and whether or not recorded in material form, about an individual whose identity is apparent, or can reasonably be ascertained from, the information or opinion.

Personal information can include business information where it identifies an individual. Employee records, although they contain personal information, are covered by certain exclusions under the *Privacy Act 1988* (Cwlth) and are treated differently to other personal information.

### 1. Your rights

Timber Queensland seeks to comply at all times with the provisions of the *Privacy Act 1988* (the Act) and other laws regulating the collection, storage, quality, use and disclosure of personal and sensitive information, ensuring that you are given certain rights in respect of this information.

Timber Queensland has adopted the Australian Privacy Principles (APP) published by the Office of the Australian Information Commissioner – a copy of which is available on request – and operates in accordance with those principles.

### 2. Collection of personal information

Timber Queensland chiefly obtains personal information – including sensitive information – from you as an applicant for membership or for insurance, as a purchaser or user of Timber Queensland products, services, website, and/or as an applicant for employment with Timber Queensland. Should you not provide, or provide inaccurate information, your membership and/or insurance application may be unable to be processed.

In addition, Timber Queensland routinely receives or obtains personal information about third parties (which can include you) from other members, from members of the public and from public records.

### 3. Purposes

All such information will, or may, be used for any or all of the following purposes:

- Membership records, administration, marketing of individual members to actual or potential clients
- Elections of Timber Queensland officials
- Membership recruitment

- Dissemination to you of Timber Queensland releases and other information relevant to members and/or to the public
- Insurance records, administration and insurance marketing
- Training records, administration and marketing
- Disclosure of personal information by Timber Queensland to third parties, including to facilitate marketing approaches by or on behalf of Timber Queensland or on behalf of business listed on our website
- General administrative and marketing purposes of Timber Queensland
- Analysis and reports
- Administration of the Timber Queensland Constitution and the Timber Queensland Code of Practice
- Marketing of Timber Queensland and of sponsors' products and services to you
- Upon cancellation of membership
- Compliance with the *Industrial Relations Act 1999*
- Consideration of applications for employment.

#### 4. Correction of personal information

Timber Queensland endeavours to take all steps reasonable to confirm the accuracy and completeness of personal information which it holds, at the time this information is collected, used or disclosed.

As a member or customer of Timber Queensland you should advise Timber Queensland directly of a change or correction to your personal information. Timber Queensland will update its records to reflect the correct personal information.

#### 5. Your consent

In supplying personal information, you agree to any or all of the above uses of your personal information that you supply to Timber Queensland. You also agree to similar use of other personal information that we may obtain about you from other sources mentioned above.

#### **Timber Queensland Privacy Policy Statement**

Subject to the Act, if Timber Queensland acquires any of your personal information in other ways, or if Timber Queensland uses your personal information for purposes other than those listed above (or purposes reasonably related to, or to be reasonably implied from, those), Timber Queensland will notify you and seek your consent.

Whenever reasonably practicable, Timber Queensland will seek such consent in advance of, but in any case as soon as practicable after, such event. At such times, Timber Queensland will take reasonable steps to inform you of:

- The purpose/s for which the information is collected;
- Any law (where applicable) that requires us to collect that information;
- The main consequences if you refuse or fail to supply any item or items of information, or to authorise its collection or its use.

## 6. Records containing personal information

The Act allows individuals to access and (if appropriate) to correct or to update the records held containing personal information relating to themselves.

Subject to the provisions of the Act, on request Timber Queensland will arrange access for you to inspect your personal information held by Timber Queensland. If, following such inspection, you wish to update or correct any item or items of your personal information, arrangements will be made for you to apply for such update or correction.

## 7. Disclosure

Timber Queensland will not disclose your personal information to third parties unless you consent or have already consented to such disclosure where such disclosure is permitted, or required, under the Act or other legislation.

Timber Queensland will not disclose your personal information to overseas recipients.

## 8. Information storage and security

Personal information is stored electronically and/or in hard copy either at Timber Queensland or a professional storage facility.

## 9. Risks of using the Internet

Transmitting information via the Internet carries a security risk, which Timber Queensland cannot and will not attempt to control. Before using the Internet for communication, please assess the attendant risks, and proceed only if you are prepared to accept those risks.

## 10. Opting out

### *Direct Marketing*

If you do not wish to receive direct marketing communications from Timber Queensland, which may include information about services, products and events, you can opt out at any time by writing to The Privacy Officer, Timber Queensland, PO Box 2014, Fortitude Valley Queensland 4006, faxing your request to (07) 3358 7999, or emailing your request to [admin@timberqueensland.com.au](mailto:admin@timberqueensland.com.au).

### *Disclosure to Third Parties*

If you do not wish to allow Timber Queensland to supply your personal information to third parties (sponsors and business partners of Timber Queensland), you can opt out at any time by writing to The Privacy Officer, Timber Queensland, PO Box 2014, Fortitude Valley Queensland 4006, faxing your request to (07) 3358 7999, or emailing your request to [admin@timberqueensland.com.au](mailto:admin@timberqueensland.com.au).

## 11. Accountability, feedback and complaints

We welcome any feedback you may care to provide concerning our privacy policy or practices.

## *Timber recycles carbon*



If you wish to provide any feedback, are unhappy with the way in which Timber Queensland manages your personal information or wish to report a breach we encourage you to contact our Privacy Officer by telephone on (07) 3358 7900, fax on (07) 3358 7999, post to The Privacy Officer, Timber Queensland, PO Box 2014, Fortitude Valley Queensland 4006, or email to [admin@timberqueensland.com.au](mailto:admin@timberqueensland.com.au).

Timber Queensland is committed to dealing with complaints and grievances in a timely and effective manner. Our complaints process is fair and transparent, enabling issues to be addressed effectively and efficiently.

All complaints and grievances, including actions taken and their outcomes, are recorded in the complaints register and reported to Executive as required.

Each complaint instigates a revision of the current processes and, where necessary, changes to procedures are made.

You can obtain more information about your rights and about remedies of any breaches from the Office of the Australian Information Commissioner on 1300 363 992 or by visiting the Australian Government website (<http://www.oaic.gov.au/>).

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