

# **ASCI Ethics Management Program – Privacy Policy**

# The ASCI Ethics Management Program – Privacy Policy

## VERSION HISTORY

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All changes made to this document must be detailed in the changelog table below and the document version number updated accordingly.

## DOCUMENT REVIEW

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This document will be reviewed annually by the Ethics Committee in conjunction with the relevant ASCI Staff to ensure validity and currency.

Date	Current Version	Detail of Change	Changed By
11 January 2021	0.01	Document Created	Rebecca Presgrave
11 February 2021	1.0	Approved by the committee for submission to the ASCI Board	Ethics Committee

# The ASCI Ethics Management Program – Privacy Policy

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# The ASCI Ethics Management Program – Privacy Policy

## 1 Introduction

Australasian Supply Chain Institute (**ASCI**) has always respected its members' and people's privacy on its mailing lists. ASCI takes reasonable steps to protect your personal information. ASCI abides by the (Cth) (**Act**) requirements concerning collecting, using, and disclosing your personal information and comply with other applicable laws protecting privacy.

This Privacy Policy describes how your privacy is respected and protected in accordance with the Australian Privacy Principles (**APPs**). It applies to all information ASCI collects about you through the use of our services. This includes *personal information* collected in person, in forms completed by you or on your behalf, by telephone, through our website, via other service providers and by other electronic communication channels.

Your continued membership, use of our website and our service indicates that you accept the conditions of this Privacy Policy, consent to the collection and use by us of any personal information you provide while members and using our services.

## 2 Personal information and how ASCI collects it

*Personal information* is any information that can be used to identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information ASCI collects personally identifies you or is reasonably identifiable, it will be considered personal information.

ASCI collects personal information in several ways, including:

- directly from you:
  - when you enter your details on application forms (e.g., during course registration or attending a function)
  - when you provide information via your business card
  - by phone or mail or email enquiries
- from third parties such as work colleagues or other resource professionals who feel you may be interested in ASCI activities
- from enquiries forwarded on by APICS and other Certification Partners.

ASCI also collects limited information about all visitors to our online resources which is used only to identify generic behavioural patterns. ASCI may use cookies, Google Analytics or other technology to track visits to our website to monitor its effectiveness, maintain our server and improve our services.

Types of data collected include (but is not limited to):

- Server address.
- Top level domain name (for example .com, .gov, .au, etc.).
- The date and time of the visit to the site.
- The pages accessed and documents downloaded.
- The previous site visited.
- If the individual has visited our site before; and
- The type of browser used.

These statistics will not identify you as an individual or any of your personal information.

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## 3 How ASCI use personal information

ASCI collects personal information to improve and perform our activities and functions, provide you with any products or services you may request, respond to any query or complaint that you may have, and communicate with you generally concerning these purposes.

Your personal information may also be used to:

- identify you to our Certification Partners for membership, examinations or issuing of certifications
- record results of exams; seminars attended and other ASCI related bodies including all continuing education activities required for certification maintenance
- provide ASCI services
- Process credit card services for payment details
- research and develop any services ASCI considers may be of interest to you should you choose.

## 4 Disclosure of personal information

For the purposes set out above (under "How ASCI uses your personal information") ASCI may disclose your personal information to organisations outside of ASCI. Where appropriate, these disclosures are subject to privacy and confidentiality protections. The organisations to which ASCI would typically disclose information include:

- billing and debt-recovery functions
- the authority (agents) involved in running exams, planning, and advising of exams and other testing
- Certification Partners for exam administration certification and certification maintenance
- event companies used to promote ASCI sponsored resource management conferences, exhibitions seminars
- government and regulatory authorities and other organisations, as required or authorised by law.

ASCI will not share any personal information with third parties without consent except in accordance with this Policy and:

- If ASCI is required by law, or ASCI believes in good faith that such action is necessary to comply with the law, cooperate with law enforcement or other government agencies, or comply with a legal process served on the company (including insurers) or court order.
- If the information disclosure will prevent or lessen a serious and imminent threat to somebody's life or health.
- To our contractors, only to the extent necessary for them to perform their duties to us.
- To our related companies.
- To our professional advisers, including our accountants, auditors, and lawyers.
- To any governmental or semi-governmental organisation who requests it.
- If you are not able to provide us with consent, ASCI may use and disclose your personal information with the permission of a responsible person (as defined under the Act)
- As otherwise permitted by law.

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## 5 Ensure ASCI holds accurate information

ASCI takes all reasonable precautions to ensure that the personal information it collects, uses, and discloses is accurate, complete and up-to-date. However, the accuracy of the information ASCI holds depends on the information you provide. That is why ASCI recommends you inform ASCI if there are any errors in your personal information and keep ASCI up to date with changes to your personal information such as your email and contact details.

You can easily change the information you provide to ASCI by updating your member profile or contacting ASCI by phone or email.

## 6 Requesting your personal information

You have a right to access your personal information. If you would like to do so, let ASCI know by sending an email to the email address below. You must put your request in writing for security reasons.

## 7 Security of Information

ASCI takes all reasonable steps to ensure that your personal information is managed securely. Discarded media and computers which may hold personal data are securely erased or shredded. ASCI makes best efforts to safeguard your personal information from misuse, loss, and unauthorised access.

ASCI regards personal information security as a priority and implemented several reasonable physical and electronic measures to protect it. Staff who may have access to confidential information may have to sign a confidentiality agreement, and if ASCI uses contract service providers, they will be bound by our Privacy Policy.

Please note that there are no guarantees with the security of any information transmitted via the Internet.

## 8 Online Transactions

The ASCI website may be enabled for online transactions using a certified secure payment gateway. However, despite the site's security, you should be aware that there are inherent risks in transferring information across the Internet, and ASCI cannot accept liability for any breaches. When you make an internet payment, your credit card number is used only to make debit and not kept by ASCI.

## 9 Security Measures for Online Payments

ASCI processes payments made online on its website, in real-time using a secure payment gateway. It processes payments in Australia (and for all other countries) in Australian Dollars. The ASCI website has security measures designed to protect against the loss, misuse, or alteration to your personal information under our control.

## 10 Direct Marketing

ASCI never discloses personal data that it collects, to a third party, allowing them to direct market their products and services to you unless you have given us your express permission to do this. However, ASCI may disclose data internally for direct marketing, including the issuing of newsletters and company updates and product offerings.

By accepting ASCI's services, you expressly allow ASCI to use your data for our direct marketing purposes, and the purposes explicitly set out in this Policy. You consent to using your information to issue product and professional mail outs by email, fax, social media, or letters and undertaking other marketing or service-based activities about our products and services. You may opt-out of any direct marketing service at any time.

## 11 Links to other websites

The ASCI website may contain links to third party websites, and third-party websites may also have links to our websites. ASCI does not endorse any of those websites or links. This Privacy Policy does not apply to external links or other websites which may also collect your personal information. ASCI encourage you to read the privacy policies of any website you link to from our website.

## 12 Cross Border

Suppose ASCI needs to transfer your personal information to a party outside the jurisdiction in which you are resident. In that case, ASCI will comply with all applicable laws, including the provisions of Australian Privacy Principles (in particular APP 8; Cross-border disclosure of personal information), and the General Data Protection Regulation (GDPR). ASCI will ensure that any third party to whom to provide the information offshore is already subject to strict privacy laws (like the GDPR) or compel them to comply with the Australian Privacy Principles.

## 13 Data Breach

ASCI takes all reasonable steps to prevent data breaches. However, suppose ASCI suspects that a data breach has occurred. In that case, ASCI will undertake a fair and quick assessment to determine if the data breach is likely to result in serious harm to any individual affected. If so, ASCI will:

- Take all reasonable steps to contain the breach.
- Where possible, taking action to remediate any risk of harm.
- Notify individuals and the Commissioner where an individual is likely to suffer serious harm or is otherwise required by law, and
- Review the incident and consider what actions can be taken to prevent future breaches.

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## 14 Paper Records

Manual paper records and receipts that contain your original request may be kept on file until destroyed or archived, depending on auditor requirements.

ASCI may keep exam registration and exam results information. However, they will not be released to anyone except to examinee without his or her written permission. In most cases, exam registrations and exam results are held and managed by the examining certification partner.

## 15 Complaints

If you wish to make a complaint about a breach of privacy, you must supply full details of your complaint in writing, and send it to the Privacy Officer (see contact details below).

Suppose your complaint relates to our failure to access or correct any personal information that ASCI holds about you. In that case, you may submit a complaint directly with the Office of the Australian Information Commissioner (for more information, please see the Office of the Australian Information Commissioner website).

If your complaint does not relate to these matters, you must first submit a complaint with us in writing and provide us with details of the incident so that ASCI can investigate. ASCI will treat your complaint confidentially, investigate your complaint and aim to ensure that ASCI contact you and your complaint is resolved within a reasonable time (and in any event within the time required by the relevant privacy legislation, if applicable).

Individuals inquiring about their rights and remedies for breaches of privacy can access detailed information at the Office of the Australian Information

## 16 Changes to this Privacy Policy

As it may be necessary, ASCI reserves the right to review, revise or make changes to our Privacy Policy and notify you of those changes by posting those changes on our website.

## 17 More Information

If you would like more information about our Privacy Policy or the way ASCI manages your personal information, you can contact the Privacy Officer at [ethics@asci.org.au](mailto:ethics@asci.org.au)

Alternatively, additional information on the Australian Privacy Principles can be obtained from the Office of the Australian Information Commissioner website.