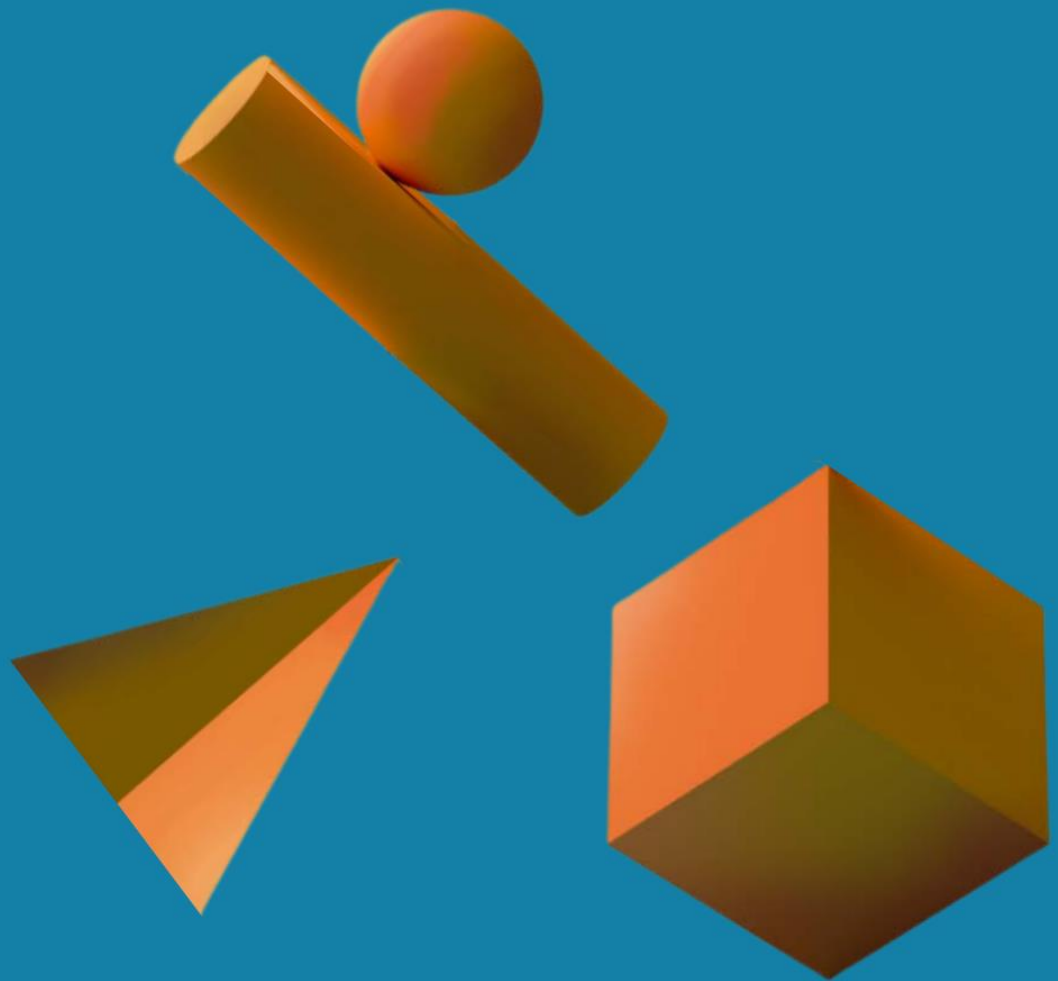


AFIA Privacy Policy

July 2022



Australian
Finance
Industry
Association

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About this document

This is the privacy policy of Australian Finance Industry Association Limited ABN 13 000 493 907 (AFIA).

In this privacy policy AFIA is also referred to collectively as 'we', 'us' or 'our'. The purpose of this privacy policy is to provide information about how we manage personal information.

What is personal information?

Personal information is defined in the Privacy Act 1988 (the Privacy Act) as:

information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

Common examples of personal information include an individual's name, address, telephone number and date of birth.

Why does AFIA collect personal information?

AFIA is an industry body for the Australian finance sector and we collect personal information where it is reasonably necessary for our functions or activities.

AFIA performs many different functions and activities. At a high level these functions and activities relate to:

- Providing services to our members
- Undertaking research to improve our services
- Obtaining services from other businesses
- Employing staff, and
- Complying with legal and regulatory obligations.

What kinds of personal information does AFIA collect and hold?

AFIA collects and holds personal information about the following individuals:

- Individuals who are, apply to be, or were previously AFIA members
- Individuals who are employed by or engage with AFIA on behalf of AFIA members
- Individuals who are or apply to be employees of AFIA, and
- Individuals who provide services to AFIA.



The kinds of personal information that AFIA collects and holds includes:

- Identification and contact information, including the individual's name, addresses, email addresses, telephone numbers
- Business and employment information, including the name and nature of the individual's current and/or historical business or employer and details of the individual's role and position within such businesses
- Information about the individual's dealings and interactions with AFIA and other industry bodies, such as information about participation in AFIA committees, working groups or events and publications the individual has registered to receive
- Information about the services provided by the individual, where applicable, and
- Other information we consider is reasonably necessary for us to perform our functions and activities (such as, information about your opinions and statements other information made or published by you).

How does AFIA collect and hold personal information?

In most cases, AFIA collects personal information directly from relevant individuals but, depending on the circumstances we may also collect personal information from third parties (for example, we may collect personal information about employees or representatives of an AFIA member from the AFIA member).

We also collect the personal information in different ways and through a number of different media depending on the circumstances including:

- by telephone
- through face to face communications
- online (including through email and forms), and
- by hard copy correspondence and documentation.

AFIA keeps different types of records that include personal information. These include records stored electronically on databases and also hard copy files.

When does AFIA use or disclose the personal information?

If AFIA collects personal information for a particular purpose, AFIA may use or disclose that personal information for that purpose.

We may also use or disclose personal information for other secondary purposes including the following:

- where the individual has consented to the use or disclosure for the secondary purpose
- the secondary purpose is related to (or in the case of sensitive information directly related to) the purpose for which the personal information was collected and the individual concerned would reasonably expect us to use or disclose the information



- the use or disclosure is required or authorised under an Australian law or a court or tribunal order
- a permitted general or health situation exists as defined in the Privacy Act, or
- we reasonably believe that the use or disclosure of the personal information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.

Does AFIA disclose personal information to overseas recipients?

AFIA only discloses the personal information it collects and holds to overseas recipients who are providing services to AFIA.

AFIA may disclose the personal information it collects and holds to overseas recipients who are partner organisations or industry bodies with AFIA, but with the permission of the individual to do so.

In addition to AFIA's systems in Australia, AFIA currently uses cloud-based systems which are provided by persons located in, and store personal information on servers located in, the USA, Canada and countries within the European Union.

How can you access your personal information that AFIA holds?

You may request access to your personal information held by us by emailing us at info@afia.asn.au. We will provide access where we are required to do so under law. In other cases, we reserve our right not to provide access. We also reserve the right to recover our reasonable costs of providing you with access to your personal information held by us where legally permissible.

What should you do if you believe AFIA holds personal information about you that is wrong or you wish to complain about how we have handled your personal information?

If you believe that AFIA holds personal information about you that is wrong (which includes inaccurate, out of date, incomplete, irrelevant or misleading data), or you wish to complain about how we have handled your personal information, you should contact us at info@afia.asn.au.

We will acknowledge receipt of your complaint within 2 business days and will attend to your complaint and endeavour to resolve it within 10 business days.

If, after this, you are not satisfied with the outcome, you are entitled to complain to the Office of the Australian Information Commissioner (OAIC).

You may contact the OAIC on either 1300 363 992 or their website – www.oaic.gov.au/about-us/contact-us/

We are unable to handle or assist you with a privacy complaint involving one of our members. If you have a privacy complaint about a member, you should take up your complaint directly with the member concerned.



Version history

Version	Date	Further description
1.0	January 2020	Approved by FAC under delegation on 19 February 2020.





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