



Australian Library and  
Information Association

# ALIA Privacy Policy

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## Privacy Notice

This Australian Library and Information Association (ALIA) Privacy Policy was approved by the ALIA CEO and came into effect on 18 September 2018. It will be reviewed every 2 years or sooner in the event of changes to the relevant legislation.

ALIA proudly represents the Australian library and information sector as the peak body for professionals, staff, institutions, vendors, educators and other stakeholders. ALIA has offices in Canberra and is represented in each State and Territory.

ALIA has created this privacy statement in order to demonstrate our firm commitment to privacy. This privacy notice sets out what information we collect and why and how we use that information.

In accordance with *Privacy Act 1988* this is the Australian Library and Information Association's (ALIA) Privacy Policy.

### ALIA's collection, holding, use and disclosure of personal information

ALIA holds several classes of personal information (some of which include sensitive information). ALIA may collect information from membership applications and renewals, from registrations for training and conferences, through its public consultation or guidelines portals, its website and its online shop front.

The information is held in, on or as:

- Membership database
- Training registration database
- Conference registration database
- Professional Development database
- General correspondence
- Contact files
- Finance records
- Request for Tender and contract information



- Personnel and staffing files; and
- Subscription database and webforms.

## How do we use your information?

We collect, use and exchange your information so that we can:

- Establish your identity and assess applications for membership
- Price and design our services
- Administer our products and services
- Manage our relationship with you
- Conduct and improve our business and improve the member experience
- Comply with our legal obligations
- Identify and tell you about our activities that may interest you.

This Privacy Policy applies to personal information we collect about:

## 1. Visitors to our website (Members and non-members)

We use a third-party service, Association Online (owned by Advanced Solutions International) to publish and host the ALIA Member Centre and database. When someone visits [alia.org.au](http://alia.org.au) or [membership.alia.org.au](http://membership.alia.org.au) a third-party service, Google Analytics, is used to collect internet log information and to follow visitor patterns. By knowing the number of visitors to the various pages, we can improve the website and identify areas of particular interest. The information is processed in a way which does not identify individuals.

Association Online's Privacy Policy is here (<https://www.advsol.com/asi/IMIS20/about/legal.aspx>).

### Social buttons

Visitors may use these to bookmark or visit our social media sites. There are buttons for Twitter, Facebook, Instagram and RSS feeds. These work using scripts from domains outside of ALIA and it is likely those sites will collect their own information about your activity. You should review the policies of each of these sites to see how they use your information and to find out how to opt out or delete such information if this is your preference.



### Other ALIA Websites

ALIA is responsible for several other websites that you can link to from our main website. This list is not exhaustive and may change.

<https://fair.alia.org.au/>

<http://nationalconference.alia.org.au/>

<https://www.readinghour.org.au/>

### Links to other websites

Our website also contains links to other websites including those of our Corporate Members and suppliers offering member-only resources e.g. ProQuest journals and eBooks. Once you have used these links to leave our site, this privacy policy no longer applies, and we cannot be responsible for the protection and privacy of any information which you provide whilst visiting those sites. Please check the respective policies of any such site that you choose to visit.

## 2. Members (anyone who has an ALIA log in)

A Member (anyone who has a membership log in to ALIA) is the data controller for the information you provide during your membership unless otherwise stated. If you have any queries about membership or how we handle your information, please contact us at [enquiry@alia.org.au](mailto:enquiry@alia.org.au).

### Membership and web forms

Membership personal details are obtained when membership applications and renewals are completed online or by mail. These details are retained in the membership database.

If you use our online application to join or update your details, this will be collected by a data processor on our behalf (please see Association Online membership database below).

We ask for your personal details including name and contact. We will also ask you about your professional qualifications, work experience and questions relevant to the sector. Our administration and management teams will have access to this information.

Further details may be collected in your Member profile. This information is used to provide access to the member only areas of the website and other Member-only benefits. The services and information available to you will be governed by the type of membership you have with us.

We will use other information you provide to represent the sector, e.g. to compile sector demographics – you will never be identifiable individually, but such information enables us to



more effectively advocate for the sector. We may also use relevant information (e.g. sector or category of membership) to advise you of services or products that may be of interest.

### Membership and contact database

Your membership information is held by a third-party processor – Association Online (owned by Advanced Solutions International) who provide this online service for us. Here is a link to their privacy policy (<https://www.advsol.com/asi/IMIS20/about/legal.aspx>).

### ALIA Groups and Committees

If Members have joined an ALIA Group or Committee, their contact data (email or postal) may be shared with the Group or Committee organisers (taking into account any communication preferences stated by the Member), so that they can manage the group ELISTs, enewsletters, and send information about their activities. ALIA volunteers who will be in receipt of personal information are asked to read and sign a 'Confidentiality Agreement' first, for example if they are a Group organiser and are sending out email communications or organising events.

### Volunteers

As a Member or non-member, you may be an ALIA volunteer or interact with ALIA volunteers (who may or may not be ALIA Members). If an ALIA volunteer will have access to personal information, it will be appropriate to their role and they will have been asked to sign a Confidentiality Agreement. This list is not exhaustive, but volunteers include ALIA Board Members, ALIA Advisory Committee Members, ALIA Mentors, ALIA Conference and Symposium Committee members.

### ALIA Certified Professional and Distinguished Certified Professional Membership

If you apply and are eligible for the status of Certified Professional or Distinguished Certified Professional, your name, state/territory and compliance details may be published with your permission in a listing on the ALIA website and in the Annual Report.

### Paying for your membership or other ALIA products and services

If you use a credit or debit card, your payment is received through Secure Pay, which collects on ALIA's behalf through the Association Online gateway. Their privacy notices can be found here. <https://www.securepay.com.au/privacy-policy/>



If paying by direct debit through a bank account, (in monthly instalments) your installments will be processed by ALIA and the Commonwealth Bank. Your bank details (BSB, account number and payment amount) are stored by ALIA.

#### How long is the information retained for?

Records of financial transactions made with ALIA will be retained for 7 years, in line with Australian Tax Office requirements.

#### Who do we exchange your information with?

We exchange your information with other companies who manage and deliver some of our services to Members, e.g. publishing our journals and magazines. Third parties include: Taylor and Francis and HWR Media. Any personal contact details provided to the third party is purely for the intent of delivering the membership benefit and not retained for any purpose.

### 3. Registrations for events and training (Member and non-member)

If registering for an event or training, additional information such as dietary or access requirements may be collected but will only be used for that particular event. If a contact is signed in, relevant information from their Member profile may be pre-filled to speed up the registration process for them.

We use third-party services, Association Online or Cvent, to publish and host event details and tickets through ALIA websites. Cvent's privacy policy is here (<https://www.cvent.com/en/privacy-policy>).

**Training:** ALIA Training uses third-parties to deliver training courses for ALIA Members and non-members. Trainers are under contract to ALIA and will be given the names and email addresses of the individuals attending the course they are delivering so that they can create attendance registers, to facilitate learning and to gather feedback. Those personal details provided to training providers will only ever be used for the course being delivered. ALIA may use your attendance from your contact profile to contact you regarding further events and training that may be of interest to you. You can opt-out of this correspondence by unsubscribing from marketing emails.



## 4. People who complete surveys

We will periodically carry out anonymous surveys on our website or via online surveys, this may be for sector research or market research regarding the services and benefits we currently offer or may wish to offer in the future, or to seek feedback. The purpose will be stated on the questionnaire. For all online surveys participation is always voluntary.

We may use the survey functionality of the ALIA website or the provider SurveyMonkey. If SurveyMonkey is used, this will be made clear to you and in it may include optional boxes for your name and email. However, it is likely the site will collect their own information e.g. anonymous information about what you are doing. SurveyMonkey's privacy notice is here ([https://www.surveymonkey.com/mp/legal/privacy-policy/?ut\\_source=footer](https://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer)).

## 5. People applying or nominating for ALIA Awards

Nominations or applications for awards or bursaries may require additional information about both the nominator and/or possible recipient.

Any personal information provided in the nomination is used only for the purpose of reviewing the nomination and for ongoing administration of any bursaries that are awarded. We may also publish information about the awards or bursaries on our own website, including the recipient of the award or bursary.

## 6. Emails that we send

Emails that we send to Members and non-members come from ALIA and can be delivered from third party providers.

The standard notifications will come from Association Online database. There is an option to opt-out of receiving general ALIA emails at the end of each email. Emails sent to you regarding specific details e.g. your membership renewal are unable to be unsubscribed from as it forms a part of your membership. Please contact [membership@alia.org.au](mailto:membership@alia.org.au) if you would like to receive postal notifications regarding your membership instead.

ALIA newsletters can also come from provider MailChimp. You will see an option to manage your email preference at the end of every email sent through MailChimp where you can subscribe/unsubscribe. This list is not exhaustive, but such emails may be about membership administration and benefits, newsletters, communication from ALIA Groups, events, sector and policy research, job vacancy listings, or services such as the ALIA PD Scheme.

**Email tracking:** Some emails that we send you have no tracking at all, e.g. personal correspondence. Other emails that we send are tracked so we can tell if those emails send traffic to our website, or whether an individual user has opened or clicked on the email to help us





improve our communications. Here is a link to MailChimp's privacy policy (<https://mailchimp.com/legal/privacy/>).

## 7. Security

There are security risks associated with the transmission of information via the internet. ALIA has taken reasonable steps to safeguard against unauthorised access, use, modification or disclosure of personal information we hold electronically. Before deciding whether to use this facility you should make your own assessment of the potential risks to the security of your information.

### No sale of personal information

Under no circumstances will ALIA sell or receive payment for licensing or disclosing your personal information.

### Cookies

ALIA uses 'cookies' for maintaining contact with a user through a website session. A cookie is a small file supplied by us and the web browser software on your computer when you access our site. Cookies allow us to recognise you as an individual as you move from one of our web pages to another.

All cookies will be immediately lost when you end your internet session and shut down your computer. Our copy of your information will be automatically deleted 20 minutes after you last use our website. This information is only used to help you navigate our website systems more efficiently, not to track your movements through the internet, nor to record private information about you.

When you visit the ALIA website, ALIA makes a record of your visit and logs the following information for statistical or systems administration purposes:

- your server address
- your top level domain name
- the date and time of access to the site
- pages accessed and documents downloaded
- the previous site visited
- type of browser used.

This information is analysed to show broken links in our website, bottlenecks, and other site problems. We use this information to maintain our site for your efficient use.



No attempt will be made to identify anonymous users or their browsing activities unless ALIA is legally compelled to do so, such as in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Internet Service Provider's log files.

## 8. Your rights

### Gaining access to your personal information held by ALIA, and requesting the correction of any errors

You have the right to request access to any of your personal information held by ALIA and to request corrections, similarly, if an individual requests that their own personal information be deleted or destroyed, the Association will make all reasonable efforts to do so, however it may be impossible to delete without some residual information because of backup and records of deletions.

If you would like to request access to your personal information you can contact ALIA on (02) 6215 8222, by email to [enquiries@alia.org.au](mailto:enquiries@alia.org.au) or by writing to the following address:

The Chief Executive Officer ALIA  
PO Box 6335  
KINGSTON ACT 2604

If, after reviewing your personal information, you consider that it contains errors, or requires amendment, you can request that these errors be corrected, or the amendments be made.

To do this you should contact ALIA, enclosing the relevant information and setting out the corrections or amendments sought, with appropriate supporting documentation.

European users and those whose information we receive under the EU-U.S. Privacy Shield have certain legal rights to obtain information about whether we hold personal information about them, to access personal information we hold about them, and to obtain its correction, update, amendment or deletion in appropriate circumstances. Some of these rights may be subject to some exceptions or limitations. We will respond to your request to exercise these rights within a reasonable time (and in all cases within 30 days of receiving a request).

Rights which you are entitled to are:

- Data access rights
- Right to restrict processing



- Right of Rectification
- Right to Erasure (Right to be Forgotten)
- Right to object to processing
- Right to withdraw consent; and
- Data portability rights

ALIA reserves the right to change this policy at any time by notifying users of the existence of a new privacy statement. This statement and the policies outlined herein are not intended to and do not create any contractual or other legal rights in or on behalf of any party

### Making a privacy complaint if you believe that ALIA has breached the Australian Privacy Principles

If you wish to complain that the ALIA has breached one of the Australian Privacy Principles you can contact ALIA on (02) 6215 8222, by email on [enquiries@alia.org.au](mailto:enquiries@alia.org.au), or by writing to the following address:

The Chief Executive Officer ALIA  
PO Box 6335  
KINGSTON ACT 2604

Your privacy complaint should be in writing, set out as much detail as possible and include any supporting documentation. You may make a privacy complaint anonymously, or by using a pseudonym; however, you should realise that if you wish to communicate with the ALIA in this way, our ability to fully investigate and deal with the complaint may be restricted.

### How ALIA will deal with your privacy complaint

The ALIA will usually respond to your complaint within 30 calendar days and we will provide you with our response in writing.

If ALIA takes more than 30 days to respond to your privacy complaint (without your prior agreement), or you are not satisfied with ALIA's response, you may then take your privacy complaint to the Office of the Australian Information Commissioner (OAIC). A complaint can be made to the OAIC using the online form available at this link:

<https://forms.business.gov.au/aba/oaic/privacy-complaint/>