

Policy

Internal document

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Department	Other
Title	Privacy Policy
Policy No.	6.1

Who are we?

The VMA is the peak body for venue industry professionals in the Asia Pacific region with over 700 members from very diverse venue sectors including; Sports Stadiums, Entertainment Arenas, Conference and Exhibition Centre's, Performing Arts Centre's, Race Tracks & Showgrounds, and suppliers to the industry.

Through our affiliation with the International Association of Venue Managers the VMA is dedicated to the growth and success of the venue management industry in our region through professional development, education and collective sharing through networking.

We draw from the very best talent in the venue industry to provide our members with the opportunity to expand their thinking, upgrade their skills, stay on top of industry trends and plans and learn from their peers. For more information on the VMA please visit our website www.vma.org.au.

The Venue Management Association (Asia and Pacific) Ltd is a company limited by guarantee and head quartered on the Gold Coast, Queensland, Australia.

Our privacy commitment to you

Privacy protection and confidentiality of member's information is essential and we are committed to protecting the privacy and confidentiality of the information we collect from members, Congress delegates, VMA School students, visitors to our website, people who contact us and from our suppliers and partners.

In addition to this professional and ethical commitment, we are required to comply with applicable Commonwealth, State and Territory privacy law. Under these privacy laws, we are required to comply with a set of privacy principles. The core principles are in the Privacy Act 1988. More information about these principles and Australian privacy law can be found on the Australian Information Commissioner's website www.oaic.gov.au.

What personal information do we collect, store and use and how do we collect this?

The VMA collects personal information from members, persons enquiring or applying for membership, attendees at VMA's various programs and activities (including its annual Congress and the Venue Management School), members of the public, journalists, government agencies and other



organisations seeking information or comment, visitors to our website, persons purchasing services from us and from our suppliers.

Much of this information is collected directly from the person concerned, including through emails, telephone calls and our website, apps and mobile devices. We also collect this information from publicly available websites, directories and databases and via Twitter and other social media.

In relation to applicants for membership and, members, the information collected will include (where applicable) information about date of birth and employment details.

Unless your contact with us or request for information, does not require us to know who you are, for membership and other services we will need your name and contact details.

[Why do we collect this information and what do we use it for?](#)

The VMA collects, stores and uses this information to provide services to our members, to provide information and services to the media, government and community.

We only provide others with information that would identify you if it is necessary to provide you with the service or information that you requested, you have agreed to us providing it to them or it is already publicly available information.

We may provide your information to third parties who collect, store and use this information for the compilation and printing of the Who's Who publication.

[What about use of personal information for direct marketing?](#)

Australian privacy law limits the use of personal information for direct marketing of goods and services.

We use your personal information to keep you informed about member services, products and publications.

When a person applies for membership of the VMA (which is done via an application for membership), they are provided with an opportunity to decline receiving further information.

Where we send you direct marketing material we provide you with a means to advise us that you no longer wish to receive some or all of this material.

If at any time you have a concern about direct marketing material you have received from us or through use by others of our databases, or you wish to change your preferences in relation to receipt of future material, please contact us by emailing us at admin@vma.org.au.

[How can VMA members update or amend their information?](#)

VMA members can easily update the information about them by logging in online to the VMA website.

[How do we store and protect the information we hold about you?](#)

We store your information at our premises, in electronic systems under our control and with contracted data storage providers. We take appropriate steps to protect the security of the



information we hold about you, including protections against unauthorised access, virus or other electronic intrusions, fire, theft or loss. We require our contracted providers to do the same. Our staff are bound by strict requirements regarding the protection of the privacy of the information we collect and hold about you.

We or our contracted data storage providers may use servers, systems and cloud computing providers outside of Australia. Our contracts with them require them to protect the privacy of your information when held on these servers and/or using cloud computing. Our contractors are required to comply with the Australian Privacy laws.

You have a right to see what information we hold about you

Under Australian privacy law, you have rights of access to personal information we hold about you. These rights also include correction of any errors in this information. Should you wish to access this information please contact us. Unless the access you request will require special steps or significant resources, there will be no charge for providing you with this access.

Do you send my information overseas?

In addition to the use from time to time of data storage and cloud providers, we may provide data to overseas bodies. For example, as a member of the VMA you automatically receive reciprocal membership of the International Association of Venue Managers.

We may also license use of information on our databases to overseas based companies and organisations for direct marketing. All entities to whom we license use of this information are required to comply with Australia Privacy laws.

For how long do you keep my personal information?

We generally keep your personal information active for as long as is reasonably required to enable us to meet your needs.

We keep membership records and other personal information on file to enable us to undertake statistical and historical analysis and reporting. As part of our data security, we regularly backup and archive our electronic databases.

What if I want more information on how we protect your privacy or I have a complaint?

Please do not hesitate to contact us if you have a concern or issue in relation to how we collect, store, use or disclose your personal information.

If your concern relates to your VMA membership or another VMA function or service please contact us by email to admin@vma.org.au or call or mail us at the following address:

Venue Management Association (Asia and Pacific) Ltd

Postal address: Level 1, 110-112 George Street, Beenleigh, QLD, 4207, Australia

Telephone: +61 (0) 7 5575 9185