

## **Privacy policy**

The Learning Changes Lives Foundation is a wholly owned subsidiary of Adult Learning Australia.

Adult Learning Australia respects your privacy and is committed to protecting personal information collected in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This policy does not cover personal information about our employees.

Note that ALA is not responsible for the privacy practices of organisations whose websites are accessible through the ALA website.

### **How ALA collects and uses your information**

#### **Personal information**

ALA collects the information you provide to us for purposes related to a function or activity of ALA. Where applicable, you provide us with personal information when you use the following services on our website:

- Initial and renewing memberships
- Event registrations
- Ordering publications
- Interest groups
- Feedback

The specific information we collect from you will depend on the nature of the service being accessed. For example to register you for an event we may require your full name, mailing address, phone number and email address; to use our feedback form to make a suggestion you may volunteer personal details but are not obliged to provide any. Payment details and credit card numbers are also collected when you choose to pay online for your event registration, membership or publications order. In each case we only request the personal information necessary to perform the service for you, and will use the information only for the purpose for which you provide it to us.

#### **Email addresses**

Your email address is recorded when you send us a message, subscribe to or participate in a discussion group, or place a registration or order. It will only be used for the purpose for which you have provided it and will not be added to other mailing lists, nor disclosed to third parties.

See below ('Online interactivity') for more about participation in email discussion groups.

## **Online interactivity**

The ALA website hosts a variety of interactive features that users can contribute to, including mailing lists, discussion forums, public links archives, and event calendars.

When using such features it is recommended that you exercise discretion and caution in the information, particularly personal information that you contribute. You should be aware that when posting such information online it becomes accessible to the public, and as a result you may receive unsolicited messages from other parties. In particular, posting a message to a discussion group renders the name and email address you use accessible to other members of the discussion group, and to anyone else reading the message on the website.

## **Anonymous information**

### **Clickstream data**

When you visit an ALA website, the site's ISP records the visit and logs some or all of the following information:

- Your server or IP address (the name or number which uniquely identifies the computer through which you are connected to the Internet);
- The address of the referring site;
- The date and time of your visit;
- Your top level domain name (eg., .gov, .org, .au etc);
- The address of the pages accessed and the documents downloaded;

This information is used in the aggregate for statistical purposes, and will only be used to identify individual users in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect our Internet Service Provider's logs.

## **Cookies**

Cookies are a mechanism to keep track of certain information between visits to the site by the same user.

The ALA websites use cookies to make the browsing experience more responsive when accessing some services on the websites. You can adjust your web browser's settings to detect or disable cookies if preferred.

For more information about cookies, see <<http://www.cookiecentral.com/faq/>>

## **Disclosure of information**

We may use or disclose your personal information for reasons related to the primary purpose for which we collect it, and where such use or disclosure would be reasonably expected by you.

For example: ALA is required to share certain personal information for the purposes of governance, legal compliance, finance and auditing, funding grants, statistics gathering etc., however, we will not provide identifying information or contact details unless they are specifically required to be included.

## **Accuracy and access to your information**

ALA takes reasonable steps to ensure that the personal information we collect is accurate, complete and up-to-date.

If you believe than any information we hold about you is incorrect or out of date, you are invited to contact us and we will take steps to ensure it is corrected. Additionally, as a member of ALA or a member of a discussion group, you have the ability to view and update your own details through our web-based registration system.

## **Security**

ALA takes reasonable steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction. We have generally accepted standards of technology and operational security in place to keep your personal information safe.

ALA uses Comodo Secure Socket Layer (SSL) technology to securely encrypt your personal information (including credit card details) at the point of transmission on the Internet. This encryption ensures that the information cannot be viewed if intercepted. For further information see <https://www.comodo.com/>

Users should be aware that there are inherent risks associated with the use of the Internet for any transmission of information. For processes where information is collected online, we offer an optional alternative means, such as a mailing address, fax and telephone contact numbers.

In addition to the online security measures, personal information held in offline forms by the ALA National office is protected in the following ways:

- the office is locked, secured and alarmed
- computers are password-restricted
- personal information (including membership data and credit cards details) is held in a secure location and shredded if it does not need to be retained

## **Changes to this policy**

ALA may make changes to this privacy policy in the future. If we do, the changes will be posted on the website.

## **Further information**

If you have any queries, concerns or require further information relating to this privacy policy, please email to "The Privacy Officer" at [foundation@ala.asn.au](mailto:foundation@ala.asn.au) or phone 03 9689 8623