

MANAGEMENT OF PERSONAL INFORMATION

Townsville Enterprise Limited is a membership-based not-for-profit organisation, working closely with its extensive membership base.

We are committed to protecting the privacy of our members and ensuring the security of personal information maintained within our organisation. In this regard, we endorse the National Privacy Principles (set out in the amendments to the Privacy Act 1988) and have adopted them in our management of personal information. These principles regulate, among other matters, the way private sector organisations should collect, use, disclose, keep secure and give people access to their personal information.

PERSONAL INFORMATION COLLECTED

Townsville Enterprise receives information from members including business name, address, telephone, email, facsimile, contact, personnel and profile information (such as the products and services offered), on membership application forms and update requests. We also receive information when members contact us in person or via the telephone, send us a facsimile or email or attend our functions. If you visit our website, we may also receive information from browsers such as your server address, domain name, date and time of your visit and the pages visited.

USE OF PERSONAL INFORMATION

The personal information collected by Townsville Enterprise is required to assess eligibility for membership and to fulfill administrative functions associated with providing membership services. If you do not provide us with this information, we may not be able to provide you with our complete membership service. We maintain and use the information we collect in written and/or electronic form in order to fulfill and provide members only with information, products and services that form part of the membership charter. The information is also used for promotional and marketing purposes such as to promote the businesses who are members of our organisation and to encourage business-to-business support and patronage. On occasions, Townsville Enterprise may also distribute to members material such as newsletters, news faxes, news emails, invitations and information from other members or external organisations as considered appropriate by the organisation.

DISCLOSURE OF PERSONAL INFORMATION

The personal information of our members is published in a monthly membership list (used in-house) and in the Members' Business Directory (updated monthly) which is available to members only. This information is also available on our web site, www.townsvilleonline.com.au, www.townsvilleholidays.info through a search facility using a business name, which can be accessed by both members and non-members. We also maintain a database that incorporates information on all our members. This database may be provided to other members for a single use by that member or may be provided to other industry organisations such as Tourism Queensland or the Australian Tourist Commission for a specific use. We require users of this database to acknowledge that they will protect your information in the same way we do before providing them with the information. We may also disclose personal information that we collect about members to firms that perform services on our behalf in connection with maintaining or servicing our membership and where we are required or authorised to do so by law.

ACCESS TO, AND THE ACCURACY OF PERSONAL INFORMATION

In general, Townsville Enterprise will give you access to your personal information upon your request and verification of your identity. We will take reasonable steps to ensure the personal information that we maintain is accurate, complete and up-to-date and you should note that all members are responsible for maintaining their own contact details on www.townsvilleenterprise.com.au via the members section. If we deny you access to your personal information or refuse to correct that information upon your request, we will provide you with reasons for doing so. To request access, or to inform us that the information we hold about you is not accurate, complete or up-to-date, please contact our Business Development Executive Membership, at the address set out at the end of this policy.

SECURITY AND CONFIDENTIALITY OF PERSONAL INFORMATION

We are committed to ensuring that any personal information you provide to us remains confidential and secure. Accordingly, we maintain physical, electronic and procedural safeguards to protect your personal information. Once your information is no longer needed, we take reasonable steps to destroy or permanently de-identify it.

COMPLAINT RESOLUTION MECHANISM

In the event that you have a question, concern or complaint regarding the way in which Townsville Enterprise handles your personal information, you should contact our Business Development Executive, Membership at the address detailed below who will be more than happy to assist you in resolving your concern or complaint. If your complaint is not resolved to your satisfaction, you can refer the matter to the Federal Privacy Commissioner at the office of the Federal Privacy Commissioner, Level 8, Piccadilly Tower, 133 Castlereagh Street, Sydney, NSW, 2000.

CHANGES TO THIS POLICY

Townsville Enterprise recommends that you keep this statement for future information. We also reserve the right to amend this policy at any time and to notify you of any amendments by posting an updated version on our website at www.townsvilleenterprise.com.au.

CONTACT DETAILS

Townsville Enterprise Limited
PO Box 1043
Townsville QLD 4810
Phone: (07) 4726 2728 Fax: (07) 4726 2700
Email: tel@tel.com.au

