



***Hills Model Railway
Society Inc.***

Privacy Policy

Title:	Privacy Policy
Creation Date:	16/11/2015
Version:	V 1.2
Approved by:	Hills Model Railway Society Inc. Committee
Amended Date:	15/06/2019
Approval Date:	15/06/2019
Review Date:	T.B.C.

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1. Introduction.

The 'Hills Model Railway Society Inc.' (HMRS Inc.) recognises the importance of protecting the privacy and rights of individuals in relation to their personal information.

This document, the 'Hills Model Railway Society Inc. Privacy Policy' (Privacy Policy), details how your personal information is collected and managed, by the 'Hills Model Railway Society Inc. Executive Committee' (the Committee), in regard to the conduct of operations, activities and other services provided by the HMRS Inc..

Your rights to privacy are respected and the Committee will comply with the requirements of the 'Privacy Act 1988' (Privacy Act), particularly in regard to the collection, management and disclosure of your personal information.

The 'Australian Privacy Principles guidelines' (APP guidelines) are issued by the 'Office of the Australian Information Commissioner' (OAIC). These APP guidelines may be updated from time to time, including to take account of changes in the Privacy Act or other legislation, determinations made under s.52 of the Privacy Act and relevant tribunal and court decisions.

The APP's and the APP guidelines apply from 12 March 2014 and cover both Australian Government agencies and organisations covered by the Privacy Act. These principles replace the 'National Privacy Principles' (NPP's) and the 'Information Privacy Principles' (IPP's).

The APP guidelines cover the following areas:

- Chapter A: Introductory matters
- Chapter B: Key concepts
- Chapter C: Permitted general situations
- Chapter D: Permitted health situations
- Chapter 1: APP 1 — Open and transparent management of personal information
- Chapter 2: APP 2 — Anonymity and pseudonymity
- Chapter 3: APP 3 — Collection of solicited personal information
- Chapter 4: APP 4 — Dealing with unsolicited personal information
- Chapter 5: APP 5 — Notification of the collection of personal information
- Chapter 6: APP 6 — Use or disclosure of personal information
- Chapter 7: APP 7 — Direct marketing
- Chapter 8: APP 8 — Cross-border disclosure of personal information
- Chapter 9: APP 9 — Adoption, use or disclosure of government related identifiers
- Chapter 10: APP 10 — Quality of personal information
- Chapter 11: APP 11 — Security of personal information
- Chapter 12: APP 12 — Access to personal information
- Chapter 13: APP 13 — Correction of personal information

2. What is your personal information?

When used in this Privacy Policy, the term 'personal information' has the meaning given to it in the Privacy Act.

The Privacy Act regulates how personal information is handled. The Privacy Act defines personal information as:

"...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable."

"Common examples are an individual's name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person."

If the information collected personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

Your personal information will not be shared, sold, rented, used or disclosed other than as described throughout this Privacy Policy.

3. What personal information is collected and held?

The following types of personal information may be collected (as applicable):

- Name and Signature;
- Home and Postal address;
- Email address;
- Home, Work and Mobile Phone number;
- Facsimile number;
- Date of Birth and Age;
- Driver Licence number;
- Working With Children Check number and expiry date;
- A relative's contact information (or person, for emergency purposes);
- Profession, occupation or job title;
- Prototype, Modelling, Scales and Gauge interests;
- Details of the service that is provided to you or which you have enquired about, together with any other additional information necessary to deliver those services and to respond to your enquiries;
- Any additional information relating to you that you provide directly through the 'HMRS Inc. Website' (Website), or indirectly through the Website, or other online presence (such as Facebook), through 'HMRS Inc. Representatives' (Representatives), or otherwise;
- Information you provide to us through the activities and services or visits by Representatives, from time to time;
- Some information, which is not personal information (because it does not identify you or anyone else), may also be collected. For example: collecting anonymous answers to surveys or aggregated information about the use of the Website;
- Your personal information may be authorised to be collected under Part 4 of the Health Records & Privacy Information Act 2002 NSW as part of the provision of health services.

4. How is your personal information collected?

Personal information may be collected directly from you unless it is unreasonable or impracticable to do so. Personal information may be collected from you in ways including, but not limited to:

- Personal access and use of the Website or Facebook page;
- During conversations and via correspondence between you and Representatives;
- When you complete Membership Application or Renewal forms;
- When you register for events and when you participate at HMRS Inc. organized activities;
- When you volunteer your services and assist the HMRS Inc.;
- When you complete a questionnaire or survey.

The personal information collected may include some sensitive information (as defined in the Privacy Act), such as health information or information that is relevant to the services or assistance you have requested from the HMRS Inc.

Personal information may also be collected from a third party, such as law enforcement agencies and other Government entities and specialist agencies that assist the HMRS Inc. in achieving HMRS Inc. objectives.

All HMRS Inc. Members will be requested to complete and sign a copy of the 'HMRS Inc. Personal Information Consent Form' located in Appendix 1. of this Privacy Policy. The signed form is then to be handed to the Secretary to notate any Member declination of consent, which in due course is to be communicated to the Committee. The form is then handed to the HMRS Inc. Public Officer for action with the Membership lists and storage.

5. Anonymity.

Individuals will generally be given the option of not identifying themselves when contacting the HMRS Inc., or participating in activities, or obtaining services or information from us, unless HMRS Inc. are authorised by law not to do so, or it is impracticable for Representatives to deal with individuals who have not identified themselves or have used pseudonym. In such circumstances, only as much personal information as is necessary to provide you with the service, information or assistance you require, will be obtained.

If the HMRS Inc. does not have your personal information, then the ability to provide you with the services, information or assistance and advice relating to the operations and the activities conducted by the HMRS Inc., may be limited.

6. Cookies.

'Cookies' are small text files, often sent to Users' computers to allow web servers to recognise them each time they return. The website does not use Cookies.

An 'Internet Protocol address' (IP address) is a numerical label assigned to each device connected to a computer network that uses the Internet Protocol for communication. IP addresses may be logged to analyze trends, administer the Website, track users movements, gather broad demographic information and for security reasons.

7. What happens if you do not provide your personal information?

If you do not provide your personal information described in section 3, some or all of the following outcomes may result:

- Requested activities or services, by you, may not be able to be provided to you, either to the same standard or not at all;
- Information about activities and services, that you may request, may not be able to be provided to you;
- The content of the Website may be unable to be tailored to your preferences, and your experience of the Website may not be as enjoyable, relevant or useful;
- You may not be able to be contacted in relation to the various activities undertaken and services provided by the HMRS Inc.

8. For what purposes is your personal information collected, held, used and disclosed?

Personal information about you is collected to assist in the conduct of the HMRS Inc. activities and functions, and to provide the best possible quality of information and services.

Your personal information is collected, held, used and disclosed for the following purposes:

- To provide services to you and to send communications requested by you;
- To populate HMRS Inc. Membership records;
- To arrange various activities of the HMRS Inc.;
- To answer enquiries and provide information or advice about HMRS Inc. services;
- To provide you with access to protected areas of the Website;
- To assess the performance of the website and to improve the operation of the Website;
- To update the HMRS Inc. records and keep your contact details current;
- To answer your enquiries;
- To register you for events and activities within the HMRS Inc. (such as exhibitions, etc.);
- To direct promotion of services and to keep you informed of new developments the Committee consider may be of interest to you;
- To process and respond to any complaint made by you;
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority.

9. To whom may HMRS Inc. disclose your personal information?

Your personal information may be disclosed to:

- Other Members and Representatives within the HMRS Inc.;
- To Government authority's;
- Information collected from you may be combined or shared with information collected by any other like-minded societies within Australia

Note:

- Member lists will only be distributed in paper copy to the Committee;
- No personal information will be disclosed to overseas recipients;
- No personal information will be shared, sold, rented or disclosed, other than as described throughout this Privacy Policy.

10. Direct marketing materials.

The HMRS Inc. may send you direct marketing communications and information about activities and services that the Committee considers may be of interest to you.

The HMRS Inc. does not provide your personal information to other organisations for the purposes of direct marketing.

11. Commonwealth Government Identifiers.

The HMRS Inc. will not use Commonwealth Government Identifiers, such as Medicare numbers or Driver Licence numbers, as its own identifier of individuals. The HMRS Inc. will only use or disclose such identifiers (if held), in the circumstances permitted by the Privacy Act.

12. How can you access and correct your personal information?

You may request access to and correct any personal information, held by the HMRS Inc. about you, at any time, by contacting the 'Hills Model Railway Society Inc. Secretary' (Secretary). Where the HMRS Inc. holds information that you are entitled to access, HMRS Inc. will attempt to provide you with suitable means of accessing it by mailing or emailing it to you.

There may be instances where the Secretary cannot grant you access to the personal information held by HMRS Inc. For example, the Secretary may need to refuse access if granting access would interfere with the privacy of others, or if it would result in a breach of confidentiality. If that occurs, the Secretary will give you written reason for refusal.

If you believe that personal information held by HMRS Inc. about you is incorrect, incomplete or inaccurate, then you may request it to be amended by contacting the Secretary. The Secretary (in consultation with the Committee, if necessary), will consider if the information requires amendment. If it is not agreed that there are grounds for amendment, then the Secretary will add a note to the personal information stating that you disagree with the personal information held.

Depending on the nature of the request, the Secretary may ask you to verify your identity or to put your request in writing.

13. What is the process for complaining about a breach of privacy?

If you suspect that your privacy has been breached, or you are not happy with the way your personal information has been handled by the Committee, please contact the Secretary in writing and provide details so that it can be investigated.

The Secretary will attempt to confirm, as appropriate with you, your understanding or concerns relevant to the complaint and what you expect as an outcome. The Secretary will inform you whether there will be an investigation instigated; the name, title and contact details of the investigating officer; and the estimated completion date for the investigation process.

After the investigating officer has completed enquiries, the Secretary will contact you in writing, to advise the outcome and invite a response from you to the conclusions, regarding the complaint. If the Secretary receives a response from you requiring further assessing or advice, it will be forwarded to the investigating officer and another written response will be sent to you advising the final outcome.

If you are unsatisfied with the outcome, the Secretary will advise you about further options including, if appropriate, review by the Privacy Commissioner within the OAIC.

14. Keeping personal information secure.

HMRS Inc. takes all reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. HMRS Inc. may hold your information in either electronic or paper copy format. Personal information is destroyed or de-identified when no longer needed.

Member records and lists are maintained, stored and distributed by the HMRS Inc. Public Officer.

As the Website is linked to the internet, and the internet is inherently insecure, HMRS Inc. cannot provide any assurance regarding the security of transmission of information you communicate to us online. HMRS Inc. also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us on the internet is transmitted at your own risk.

'Cloud' storage of HMRS Inc. records and personal information will be avoided, until such times as a Cloud storage service can be confirmed as being both secure and compliant with the standards detailed in the Privacy Act.

15. Destroying or de-identifying personal information.

The Committee will take all reasonable steps to destroy or de-identify the personal information held (both paper copy and electronic copy), once it is no longer needed for any purpose for which it may be used or disclosed under the APP guidelines.

16. Website Links.

The Website may contain links to other websites operated by third parties. The Committee makes no representations or warranties in relation to the privacy practices of any third party websites and the Committee is not responsible for informing you about these individual third party privacy practices.

17. Exhibition Forms and Third Party Personal Information.

The Annual HMRS Inc. Exhibition is supported and attended by other Model Railway Clubs, Individual Model Railway Exhibitors and Commercial Exhibitors. The HMRS Inc. utilises two documents for the management of the Exhibition – the 'Expression of Interest' form and the 'Bring and Buy' Excel spreadsheet. These documents have personal information entered by a Third Party, who may or may not be a HMRS Inc. Member.

The documents will include the following statement - NOTE: No Personal Information will be shared, sold, rented or disclosed, other than as required by the HMRS Inc. Committee for the purposes of organizing and conducting the HMRS Inc. Exhibition.

Both documents have a check box that can be used by the Third Party to give permission for this Personal Information to be retained for the sole purpose of notification of future HMRS Inc. Exhibitions.

At the conclusion of the Exhibition, and once the Committee has no further use for these documents, any document that does not have the permission box checked will be securely destroyed.

18. Changes to this Privacy Policy.

The Committee may make changes or amendments to this Privacy Policy from time to time, and once reviewed and ratified by the Committee, will communicate that an updated approved Privacy Policy is now available to Members.

The current version of this Privacy Policy will be posted on the main Noticeboard in the HMRS Inc. premises, and uploaded on the Website under the Member section. It may also be offered in printed format, or emailed to Members, if so requested.

19. Contact Information.

If you have any questions about this Privacy Policy, any concerns or a complaint regarding the treatment of your privacy, or a suspected breach of your privacy, please contact the Secretary.

All requests or complaints will be treated confidentially and the Secretary will respond to you directly. The Committee will attend to your request or complaint as soon as possible, and ensure that it is resolved in a timely and appropriate manner.

Formal notifications can be sent to the Secretary by:

- Post: P.O. Box 555, Castle Hill, NSW, 1765.
- E-mail: secretary@hmsr.org.au.

Appendix 1. HMRS Inc. Personal Information Consent Form

All information on this form is collected and managed in accordance with the 'Hills Model Railway Society Inc.' (HMRS Inc.) Privacy Policy. The information is collected for the primary purpose of the HMRS Inc. and may be used for any activities conducted or promoted by the HMRS Inc.

PLEASE TICK ALL RELEVANT BOXES, THEN SIGN, DATE AND RETURN THIS FORM TO THE SECRETARY

1. Consent for collection of Personal Information

I consent to the following personal information to be included in the HMRS Inc. member's lists:

- Full name
- Date of Birth
- Home address
- Home telephone number
- Mobile telephone number
- Email address
- Working with Children Check number and expiry date
- Driver Licence number
- Relative contact information (or person, for Emergency purposes)

2. Consent for my name and/or photograph to be published in HMRS Inc. publications.

I consent to the following:

- To be photographed or videoed at HMRS related events and I understand that the image may be displayed in the HMRS Inc. publications, at the HMRS Inc. premises, and/or on the HMRS Inc. Website and Facebook page.
- To my name being published with or without my photograph or video, which may be used in HMRS Inc. communications, documents, and/or on the HMRS Inc. Website and Facebook page.

3. Decline of consent.

I do not consent to the following:

- To my name being published on or in photographic or video media, or any other identifying communication, document, or Website and Facebook page developed by the HMRS Inc.

NAME: _____ MEMBERSHIP NUMBER: ____

ADDRESS: _____

DATE: _____ SIGNATURE: _____

N.B.: Removal of your personal information from HMRS Inc. publications and media.

If you no longer elect to have your name or personal information published in any HMRS Inc. documents, or on the internet, etc., you must contact the Secretary in writing or by email, and request they be removed (phone calls or phone text messages are not acceptable).

Form Date: 29th May 2019

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