

Australia and New Zealand Recycling Platform Limited's (ANZRP) Privacy Policy

Our commitment

ANZRP is committed to safeguarding personal information provided to us. By personal information we mean information or an opinion about a person whose identity is apparent or can reasonably be ascertained.

ANZRP is committed to complying with the Privacy Act 1988 (Cth), which includes the Australian Privacy Principles (APPs) and the Notifiable Data Breach scheme, the Privacy Act 2020 (NZ), which includes the Information Privacy Principles (IPPs) and mandatory breach notification), and other relevant legislation. This ensures privacy protection for the people who use our services and others with whom we deal with in connection with our services. This includes our Members, customers, employees, contractors, partners and suppliers. ANZRP also seeks to comply with the Spam Act 2003 (Cth) that is aimed at reducing the number of unsolicited electronic commercial messages that you receive.

The information set out below is a summary of our approach in collecting, holding, using, correcting, disclosing and transferring personal information in compliance with the APPs and IPPs. This policy applies to ANZRP and its wholly owned subsidiaries.

We believe that this policy will address any potential concerns you may have about how personal information you provide ANZRP is collected, held, used, corrected, disclosed and transferred. You can obtain more information on request about the way we manage the personal information we hold. If you seek any further information, please contact us in one of the ways set out below.

Collection

In the course of our activities we collect and hold personal information such as details of ANZRP Members, customers, employees, contractors, advisors, suppliers, partners, meeting/conference attendees and course providers. Specific types of personal information collected may include, but is not limited to, your contact details including your name, e-mail address, billing details and address and contact phone numbers.

Our main purposes for collecting that personal information include to assess the suitability of applicants for membership of ANZRP (including, any organisations seeking to become members of ANZRP who you may represent), to provide services to our Members, to update our records, to facilitate the engagement of partners and suppliers, for employee recruitment and human resources management, to disseminate by electronic means or otherwise topical information and details of events of interest (including conferences and educational services), to disseminate other marketing and promotional materials and to facilitate the provision of a service or education program to interested members of the public.

We will only collect personal information that is reasonably necessary for one or more of our functions and activities. We will only collect personal information by lawful and fair means, without being unreasonably intrusive, such as when you complete a membership application or update form, enrolment form, registration form or questionnaire etc.

At or before the time we collect personal information from you (or if that is not practicable, as soon as practicable after) we will take reasonable steps to inform you, amongst other matters, why we are collecting that personal information, who else we might disclose that personal information to and what will happen if you do not provide personal information to us.

Where reasonable and practicable, we will only collect personal information about you from you directly.

Unless it is a legal requirement to require your identity or impracticable to do so, we will give you the option of not identifying yourself or not providing personal information when entering transactions with us. However, failure to provide full and complete information we request may mean that we are unable to provide services to you fully and properly.

Once we hold personal information, we will take reasonable steps to keep it accurate, complete and up-to-date.

For the avoidance of doubt, information and data stored on e-waste obtained by us for recycling (including, but not limited to, in connection with the National Television and Computer Recycling Scheme) is not considered to be personal information collected or held by us under the APPs or IPPs and therefore will not be subject to this policy.

Use and disclosure

We will only use your personal information for the main purpose we told you it was needed (including, without limitation, the purposes as specified in this policy), except where you consent to us using that personal information for another purpose, where the other purpose is related to the main purpose and you would reasonably expect us to use the personal information for that other purpose, or where it is permitted or required by law (such as to comply with obligations under the relevant regulation), or we reasonably believe it is necessary on health or public safety grounds to use the personal information for another purpose.

In order to fulfil the purposes set out above we may provide access to your personal information to third parties with whom we have a business relationship, for example couriers collecting e-waste from customer premises, those who maintain and update our IT systems, and those who deliver educational and other services. We may also disclose your personal information to the organisation which you may represent (if you are acting on behalf of an organisation), other parties that you authorise us to make such disclosure or as required by law. You accept that not all recipients of your information may have privacy policies equivalent to ANZRP's and you consent to the disclosure of your personal information for those purposes.

In relation to direct marketing, we will generally seek your consent before we use your personal information for this purpose. You may tell us at any time you do not wish to receive any further direct marketing materials – if you do, we will stop sending you such materials.

In accordance with the Spam Act 2003, should you wish to unsubscribe from commercial electronic messages from ANZRP, all future commercial electronic messages from ANZRP will enable you to unsubscribe from receiving commercial electronic messages from ANZRP and this can be done at any time. If you do not unsubscribe, ANZRP will continue to send you relevant information of the types described above. ANZRP may also use messaging methods other than electronic.

Access and correction

If you ask, and except for certain situations further described below, we will tell you what personal information we hold about you, and what we do with it. We will facilitate access to you by allowing an inspection of your personal information in person, or by providing copies or a summary of

relevant documents, depending on what is most appropriate in the circumstances, following receipt of your request. Any charge we make for providing access will be reasonable and in accordance with laws.

If you can show us that the personal information is inaccurate, we will take reasonable steps to correct it.

Note that we need not provide access to personal information in several types of situations, for example, where a request is frivolous, or where to provide access would pose a threat to health or public safety, unreasonably interfere with another person's privacy, or be a breach of the law. If we refuse access, we will advise you of our reasons for doing so.

Security

We will take reasonable steps to protect personal information from misuse, interference or loss or unauthorised access, modification or disclosure. We will also take reasonable steps to destroy or permanently de-identify personal information we no longer need unless as required by law.

Cookies

When you visit our website, details may be recorded about your visit, such as time and date, your server address, pages accessed, time spent and type of browser. This information is used in an anonymous form for statistical purposes and as such cannot identify you individually.

We may use cookies to identify your browser so that next time you visit our website we remember your log in details. A cookie is a small file which remains on your computer and contains information enabling our website to recognise your browser. If you do not wish to use cookies, you can adjust the settings on your browser to reject cookies or notify you when they are being used.

Third party websites

Our website contains a number of links to other websites, including the websites of our commercial partners. When this occurs be sure to check the privacy policy of those websites as we are not responsible for privacy practices of those other parties.

Complaints resolution

We are committed to providing Members, customers, the general public, our employees, contractors and other parties whose personal information we hold, a fair and responsible system for the handling of their complaints. If at any time you have any complaints in relation to privacy, please contact us at one of the points referred to below. We will then respond to your complaint in writing and in accordance with any timeframes required by law. We may request you to provide further information about your complaint to duly assess your complaint.

We will seek to address any concerns that you have through our complaints handling processes, but if you wish to take matters further you may refer your concerns to the Office of the Australian Information Commissioner or the Office of the Privacy Commissioner (NZ).

Contact us

If you seek any further information from ANZRP about this policy, please contact us at one of the reference points below:

enquiries@anzrp.com.au

Level 13, 461 Bourke Street, Melbourne, Victoria 3000

T +61 3 9020 2222

Additional privacy information

Further information on privacy in Australia may be obtained by visiting the website of the Office of the Australian Information Commissioner at <http://oaic.gov.au> or by telephone 1300 363 992.

Changes to this policy

We reserve the right to change, modify or update this policy at any time, without liability to you, by publication on our website (<https://www.anzrp.com.au/>) or through our services (as applicable). You will be bound by the changes immediately upon notification or publication, unless otherwise set out in this policy or the notice.

Carla Vasconi
Chief Executive Officer
Australia and New Zealand Recycling
Platform Ltd


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