



Australian Library and
Information Association

ALIA Privacy Policy

February 2025





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1. Overview

The Australian Library and Information Association (ALIA) has created this privacy policy in accordance with *Privacy Act 1988* to demonstrate our firm commitment to privacy. This policy sets out what information we collect and why and how we use that information.

ALIA reserves the right to change or update this policy at any time. Any updated version of the policy will be available from ALIA's website. This Privacy Policy was last updated in February 2025.

2. What types of personal information do we collect?

Personal information

Personal information is defined in s 6(1) of the Privacy Act as:

information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- *whether the information or opinion is true or not; and*
- *whether the information or opinion is recorded in a material form or not.*

Sensitive information

Sensitive information is a subset of personal information. The Privacy Act imposes special obligations where sensitive information is collected, used and disclosed. ALIA may collect some forms of sensitive information, including details about Aboriginal or Torres Strait Islander status. ALIA will not collect sensitive information about you unless you consent (we take your provision of the information to be consent to its collection), and the information is reasonably necessary for one or more of our functions or activities. If ALIA holds any sensitive information about you, that information will only be used and disclosed by ALIA for the purpose that it was provided by you.

ALIA may hold several classes of personal information (some of which include sensitive information) including:

- name and contact details
- gender
- date of birth
- payment details
- professional qualifications
- library sector
- whether you identify as Aboriginal or Torres Strait Islander
- courses undertaken or events attended
- volunteer roles and length of service
- dietary requirements
- access requirements
- age range



3. How do we collect personal information?

We collect personal information from members and non-members. Non-members include for example prospective members, service providers, partner organisations and employment applicants.

Typically, we collect the personal information of members through:

- membership applications and renewals completed online or by mail
- applications for professional membership or qualification recognition
- provision of members' services and support, including through member services by telephone, email or other written correspondence
- involvement as a volunteer at an ALIA event
- applications for a bursary or scholarship
- payment transactions
- nominations for awards or standing for a position on our Board, Advisory Committees, Sector Committees or Groups
- responses to surveys or research conducted by ALIA or by third party service providers on ALIA's behalf
- the process of developing content for ALIA's magazine, newsletter, event promotion or website content
- the use of, and interaction with, the information and services provided through ALIA's website and Member Only resources

Typically, we collect the personal information of members and non-members through:

- the use of, and interaction with the ALIA Shop on the website
- subscribing to a mailing list
- applying for a position with us as an employee or contractor
- the use of, and interaction with, the products and services provided in connection with ALIA's campaigns, competitions, events or initiatives
- communications and interactions generated as part of our dealings with you through social media channels, including Facebook, LinkedIn and Twitter
- enrolment, registration or attendance at conferences, events, webinars or other continuing professional development sessions that we facilitate or participate in
- requests for further information
- recording online meetings and events

We may use cookies and similar technology on our website to enhance your user experience. Cookies are small text files that are stored on your device when you visit our website. You can control the use of cookies through your browser settings.

We may also collect information about how you access, use and interact with our website. We may use tools such as Google Analytics, and Smart Analytics specific to our website, to collect information relating to the website pages you have visited. This information is used for statistical purposes to report on aggregated page visits and website traffic to inform member engagement.

4. Why do we collect your personal information and how do we use it?

Your personal information will only be collected as necessary for a particular function or activity, or to enable ALIA to carry out its work and deliver products and services. You do not have to provide us with



your personal information, but if you choose not to, we may not be able to provide you with our products and services.

We collect your information so that we can:

- Establish your identity and assess applications for membership
- Provide you with information or services you request
- Share news and information about the sector
- Promote our services including job ads, training, events
- Process payments for products and services
- Administer our products and services
- Manage our relationship with you
- Conduct and improve our business and improve the member experience
- Comply with our legal obligations
- Identify and tell you about our activities that may interest you
- Conduct sector research or market research

ALIA uses your personal information for the primary business purposes for which it is collected (set out above) and related management purposes. ALIA also uses your personal information for any other purposes to which you have consented. Subject to the requirements of the Australian Privacy Principles, ALIA may also use your personal information for any other related purpose that you would reasonably expect the information to be used or disclosed.

5. To whom may we disclose your personal information?

We only disclose your personal information to the extent For the purposes described above we may disclose your personal information to:

- our employees, contractors or service providers for the purposes of the operation of our website, fulfilling requests from you, and to otherwise provide products and services to you
- your fellow committee members and group members if you are part of an ALIA committee or group to enable them to communicate with you about their activities
- third parties with whom we have sponsorship or commercial relationships for business, marketing, and related purposes, with your consent
- any third party for any authorised purpose, with your consent or where we are authorised by law to do so;

We take reasonable steps to make sure that our terms of service with third-parties obligate them to protect your personal information and only use it for the defined purpose. For example we provide personal information about registered attendees to third party training providers for the purposes of delivering the course.

We also record events which take place online through Zoom and other online platforms in order to share them with people who have been unable to attend the original event. We let participants know at the beginning that the event will be recorded and there is the option of blanking your screen and using your first name only as your identifier.

ALIA only discloses your personal information for the primary business purposes for which it is collected (set out above) and related management purposes. ALIA also discloses your personal information for any other purposes to which you have consented. Subject to the requirements of the Australian Privacy



Principles, ALIA may also disclose your personal information for any other related purpose that you would reasonably expect the information to be disclosed.

6. Where do we store your personal information and how do we keep it secure?

We aim to only keep your personal information for as long as we need it, or we are lawfully required to keep it. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations. When we no longer need personal information, we take reasonable steps to destroy or de-identify it.

The personal information we hold is stored in, on or as:

- Membership database
- Training registration database
- Conference registration database
- Professional Development database
- General correspondence
- Contact files
- Finance records
- Request for Tender and contract information
- Survey responses
- Newsletter distribution
- Online recordings
- Personnel and staffing files; and
- Subscription database and webforms.

ALIA volunteers who will be in receipt of personal information are required to comply with the Code of Conduct which includes obligations around confidentiality and privacy.

We take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by robust physical security of our premises and databases.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. There are security risks associated with the transmission of information via the internet. ALIA has taken reasonable steps to safeguard against unauthorised access, use, modification or disclosure of personal information we hold electronically but we 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 online is transmitted at your own risk.

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

You have the right to request access to any of your personal information held by ALIA and to request corrections, similarly, if an individual requests that their own personal information be deleted or destroyed, ALIA will make all reasonable efforts to do so, however it may be impossible to delete without



some residual information because of backup and records of deletions.

If you would like to request access to your personal information you can contact ALIA on (02) 6215 8222, by email to enquiries@alia.org.au or by writing to the following address:

Chief Operating Officer
ALIA
PO Box 6335
KINGSTON ACT 2604

If, after reviewing your personal information, you consider that it contains errors, or requires amendment, you can request that these errors be corrected, or the amendments be made. To do this you should contact ALIA, enclosing the relevant information and setting out the corrections or amendments sought, with appropriate supporting documentation.

8. What is the process for making a complaint?

If you wish to complain that the ALIA has breached one of the Australian Privacy Principles you can contact ALIA on (02) 6215 8222, by email on enquiries@alia.org.au, or by writing to the following address:

The Chief Operating Officer
ALIA
PO Box 6335
KINGSTON ACT 2604

Your privacy complaint should be in writing, set out as much detail as possible and include any supporting documentation.

On receipt of your complaint, we will investigate it and take any steps necessary to resolve the complaint. After we have completed our investigations we will contact you, usually in writing, to advise the outcome.

If you are unsatisfied with the outcome of our investigation, you may take your complaint to the Office of the Australian Information Commissioner ('OAIC'). Further information about the OAIC can be found on their website.