



Privacy Policy 2019

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Introduction

The Consumer Policy Research Centre Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The privacy principles govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

A copy of the Australian Privacy Principles can be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

What is Personal Information and why do we collect it?

Personal information is information or an opinion that identifies an individual. Examples of personal information we collect include names, addresses, email addresses, DOB, and contact numbers.

This personal information is obtained in many ways including research-based interviews, workshops, by telephone and email and from our research partners and third parties. We don't guarantee website links or policy of authorised third parties.

We collect your personal information for the primary purpose of generating robust consumer research, providing information to our stakeholders and at times for communication and promotional purposes. We may also use your personal information for secondary purposes closely related to the primary purpose, only in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing or clicking the unsubscribe button listed at the bottom of our marketing material.

When we collect personal information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

No personally identifiable information will be released by the CPRC without your express, voluntary consent.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties as part of commissioning or conducting research. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your personal information may be disclosed in several circumstances including the following:

- Third parties working with the CPRC, only where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. Any personal information collected in the research process will be stored on CPRC servers and spreadsheets will be password protected, with the password only held by the research officer and CPRC Administration Manager.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, deidentified information will be stored in files which will be kept by us for a minimum of 7 years to enable us to comply with our contractual obligations with government agencies.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us at office@cprc.org.au.

The Consumer Policy Research Centre LTD will not charge any fee for your access request.

In order to protect your personal information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

In writing: Level 14, 10-16 Queen Street, Melbourne, VIC 3000

Email: office@cprc.org.au

Phone: 03 9639 7600