



LTAV

**Laboratory Technicians' Association
of Victoria**

By Lab Technicians for Lab Technicians

89 Burwood Road

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Hawthorn VIC 3122

www.ltav.org.au

Privacy Policy

Laboratory Technicians' Association of Victoria (hereafter called LTAV) 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.

- 1) We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.
- 2) A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information and why do we collect it?

- 3) Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, school details, email addresses, phone, and facsimile numbers.
- 4) This Personal Information is obtained in many ways including membership subscription, purchasing of products, from attending LTAV hosted professional development events including, but not limited to, LABCON and regional meetings, via our website www.ltav.org.au, via the LTAV Listserv, by correspondence, telephone, facsimile, and email, or sign in or sign-up sheets, from cookies, other publicly available sources, and from third parties. We do not guarantee website links or policy of authorised third parties.
- 5) We collect your Personal Information for the primary purpose of providing our services to you, including but not limited to: Maintaining a membership database, postage of the Lablines newsletter and products purchased from LTAV, sending invoices as necessary, to verify your identity, to communicate with you, for event registration, attendance, and correspondence, and providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, 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.
- 6) Names and email addresses recorded during an event, for example to receive session documents, may be used by the session presenter(s) to distribute documents, and your name and email address may be seen and collected by other persons included in these emails. Please notify the session presenter if you do not wish to have your email used for this purpose.
- 7) Photographs may be taken during events and posted in Lablines, on our website www.ltav.org.au, and stored in LTAV files by committee members. If you do not wish to have your photograph taken, or if you wish to have your photograph removed from media and/or storage please contact us in writing via info@ltav.org.au.

- 8) 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.

Sensitive Information

- 9) 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.
- 10) Sensitive information will be used by us only:
 - a. For the primary purpose for which it was obtained
 - b. For a secondary purpose that is directly related to the primary purpose
 - c. With your consent; or where required or authorised by law.

Third Parties

- 11) 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. 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

- 12) Your Personal Information may be disclosed in a number of circumstances including the following:
 - a. Third parties where you consent to the use or disclosure; and
 - b. Where required or authorised by law.

Security of Personal Information

- 13) Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, or disclosure.
- 14) 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, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

- 15) 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 in writing.
- 16) LTAV will not charge any fee for your access request.
- 17) 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

18) 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

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

Online store privacy policy

20) We collect information about you during the checkout process on our store.

While you visit our site, we will track:

- Products you have viewed.
- Location, IP address and browser type: we will use this for purposes like estimating taxes and shipping.
- Shipping address: we will ask you to enter this so we can, for instance, estimate shipping before you place an order, and send you the order!

21) We will also use cookies to keep track of cart contents while you are browsing our site.

22) When you purchase from us, we will ask you to provide information including your name, billing address, shipping address, email address, phone number, credit card/payment details and optional account information like username and password. We will use this information for purposes, such as, to:

- Send you information about your order
- Respond to your requests, including refunds and complaints
- Process payments and prevent fraud
- Comply with any legal obligations we have, such as calculating taxes
- Improve our store offerings

23) Members of our team have access to the information you provide us. For example, but limited to, the website administrators, the finance officer, and the publications officer:

- Order information i.e., what was purchased, when it was purchased and where it should be sent, and
- Customer information like your name, email address, and billing and shipping information.

Our team members have access to this information to help fulfill orders, process refunds and support you.

24) We accept payments through Stripe. When processing payments, some of your data will be passed to Stripe, including information required to process or support the payment, such as the purchase total and billing information.

Privacy Policy Complaints and Enquiries

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

LTAV Inc.

89 Burwood Road

Suite 150

Hawthorn, Victoria, 3122

info@ltav.org.au

This document was finalised 30 September 2023.