

QATESOL PRIVACY POLICY

This document describes how QATESOL collects, uses, keeps secure and discloses personal information that is provided by members.

Queensland Association of Teachers of English to Speakers of Other Languages (QATESOL Inc) is a statewide professional organisation concerned primarily with the teaching of English to speakers of other languages, both children and adults. Membership consists of teachers, students and other interested persons and as QATESOL is an affiliated association of Australian Council of TESOL Associations (ACTA Inc), all financial members are also members of ACTA. QATESOL is a not-for-profit organisation managed by an elected executive committee.

QATESOL respects the privacy of members and is committed to ensuring that personal information is handled in an appropriate manner. As evidence of this commitment, QATESOL complies with the Privacy Amendment Act 2002 and the National Privacy Principles set out in the Privacy Act 1988 (as amended) in relation to personal information provided by members.

Personal information is personal details or opinions that can identify a person.

COLLECTION

QATESOL collects and records electronically personal information that is needed to administer membership and association activities for members including documenting status as financial members, contacting members by post, telephone, facsimile or email, establishing professional networks, dispersing grants, including for the Anna Kohler Memorial Fund, providing professional news and distributing QATESOL, ACTA and other TESOL notices and publications.

USE AND DISCLOSURE

Personal details provided by QATESOL members are strictly confidential and are disclosed only where it would be reasonably expected e.g. through a Conference or workshop attendance list, with a published Newsletter article, to ACTA for services at a national level or where it is legally required. While QATESOL may distribute statistical information relating to membership, personal information is not made available to outside organisations except where members give specific permission. In all other cases, only QATESOL executive members and ACTA representatives have access to personal information. While the QATESOL website contains links to other sites, the privacy policy does not extend to these sites.

QUALITY

QATESOL endeavours to ensure that personal information held about members is accurate, complete and up to date when it is used. While efforts are made to locate members through alternative contacts e.g. when mail is returned to sender, individual members are asked to assist by keeping personal information up to date.

SECURITY

QATESOL takes reasonable steps to keep personal information secure at all times. To protect personal information from misuse and loss, electronic access is limited to authorised personnel and paper-based information is stored in secure locations. Membership forms are destroyed when no longer needed and financial records are destroyed after seven years in accordance with the requirements of the Australian Taxation Office.

OPENNESS

QATESOL provides applicants for membership with a copy of the privacy code on the membership form. The privacy code is also printed regularly in the Newsletter and on other QATESOL publications which collect personal information e.g. conference brochures, applications for grants. Contributors to the QATESOL Newsletter should follow the Guidelines for contributors and non-original material should be accompanied by authorisation to be published. Applicants to the Anna Kohler Memorial Fund are advised to refer to the Guidelines for the operation of the Fund.

ACCESS AND CORRECTION

Individual members may request access to their personal information by contacting QATESOL Secretary, c/- The Language People, 245 Boundary St, West End Qld 4101. Any formal request for personal information should be made in writing and include full name, address, telephone number and email address. Unless personal information needs to be retained for administrative or legal reasons, such requests will be met without charge and at the earliest possible opportunity. To change individual membership information that is incorrect or to have personal information deleted, members should contact QATESOL.

IDENTIFIERS

QATESOL does not require provision of Commonwealth Government identifiers and if for any reason these come into our possession, they are not used to identify individual members. Generally identifiers assigned to individual members by other agencies are not used except where a subscription agency requests this to fulfil membership obligations.

An individual's name or ABN (Australian Business Number) is not an identifier.

SENSITIVE INFORMATION

QATESOL does not believe in intrusive collection of personal details and does not collect sensitive information without prior consent.

TRANSFER OVERSEAS

QATESOL takes reasonable steps to ensure that if personal information is transferred outside Australia, it remains subject to legal standards for the protection of personal information that are at least equivalent to the standards set out in the privacy policy.

COMPLAINTS RESOLUTION

QATESOL is committed to providing members with a fair and responsive system for handling and resolving complaints concerning use of personal information. Efforts are made to investigate complaints and advise of the outcomes promptly. QATESOL believes that complaint resolution provides a valuable opportunity to maintain confidence in the association and to improve services provided to members. To lodge a complaint in respect of use or disclosure of individual personal information, members may contact QATESOL directly.

If not satisfied with the handling of the complaint, members may contact:

Privacy Commissioner
Office of the Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 1042
Privacy hotline: 1300 363 992
Website: www.privacy.gov.au

