# PRIVACY POLICY

## 1 Introduction

This document sets out the privacy policy of The Garden Clubs of Australia Inc (referred to in this privacy policy as '**we'**, '**us'**, or '**our'**).

Reference to club or affiliated club includes societies, community gardens, friends of botanic gardens, horticultural organisations or other gardening-oriented organisations.

We take our privacy obligations seriously and we've created this privacy policy to explain how we store, maintain, use and disclose personal information.

By providing personal information to us, you consent to our storage, maintenance, use and disclosing of personal information in accordance with this privacy policy.

We may change this privacy policy from time to time by posting an updated copy on our website and we encourage you to check our website regularly to ensure that you are aware of our most current privacy policy.

## 2 Types of Personal Information We Collect from You and/or Your Affiliated Club

The personal information we collect may include the following:

(a) name

(b) mailing or street address

(c) email address

(d) social media information

(e) telephone number and other contact details

(f) age

(g) date of birth

(h) credit card or other payment information

(i) information about your business or personal circumstances

(j) information in connection with client surveys, questionnaires and promotions

(k) your device identity and type, I.P. address, geo-location information, page view statistics, advertising data and standard web log information

(l) information about third parties

(m) any other information provided by you to us via our website or our online presence, or otherwise required by us or provided by you

(n) day of meeting

(o) place of meeting

## 3 How We Collect Personal Information

We may collect personal information either directly from you, or from third parties including our Affiliates, including where you:

(a) are elected or appointed to our Committee, Sub Committee or as a Zone Coordinator

(b) subscribe to any of our publications

(c) submit any of our online sign-up forms, or other administrative forms and returns, found on our website, either by e-mail or mail

(d) provide details in an application, survey, feedback form, event form or incident form

(e) provide details to us for Judges schools, Zone days, workshops, conventions

(f) apply for a volunteer position with us

(g) contact us through our website

(h) receive goods or services from us including purchasing any products, services or merchandise

(i) participate in any of our programs, activities, social events, competitions, events

(j) communicate with us via email, mail, telephone, SMS, social applications (such as LinkedIn or Facebook) or otherwise

(k) interact with our website, social applications, services, content and advertising.

We may also collect personal information from you when you use or access our website or our social media pages. This may be done through use of web analytics tools, 'cookies' or other similar tracking technologies that allow us to track and analyse your website usage. Cookies are small files that store information on your computer, mobile phone or other device and enable and allow the creator of the cookie to identify when you visit different websites. If you do not wish information to be stored as a cookie, you can disable cookies in your web browser.

We may use Google Analytics to collect and process data, including when you use third party websites or apps. To find out more see How Google uses data when you use our partners' sites or apps.

## 4 Use Of Your Personal Information and That Of Your Affiliated Club

We collect and use personal information for the following purposes:

(a) to provide goods, services or information to you directly or through Affiliates

(b) for record keeping and administrative purposes

(c) to provide the public with information about your club and its activities

(d) to provide information about you to our contractors, employees, consultants, agents or other third parties for the purpose of providing goods or services to you

(e) to improve and optimise our service offering and customer experience

(f) to comply with our legal obligations, resolve disputes or enforce our agreements with third parties

(g) to send you marketing and promotional messages and other information that may be of interest to you and for the purpose of direct marketing (in accordance with the Spam Act). In this regard, we may use email, SMS, social media or mail to send you direct marketing communications. You can opt out of receiving marketing materials from us by using the opt-out facility provided (e.g. an unsubscribe link)

(h) to send you administrative messages, reminders, notices, updates, security alerts, and other information requested by you

(i) to consider an application of employment or volunteer position from you

We may disclose your personal information to cloud-providers, contractors and other third parties located inside Australia including our Affiliates.

## 5 Security

We take reasonable steps to ensure your personal information, and that of your affiliated club, is secure and protected from misuse or unauthorised access. Our information technology systems are password protected, and we use a range of administrative and technical measures to protect these systems. However, we cannot guarantee the security of your personal information.

## 6 Links

Our website may contain links to other websites. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of those linked websites, and we suggest you review the privacy policies of those websites before using them.

## 7 Requesting Access or Correcting Your Personal Information or That of Your Affiliated Club

If you wish to request access to the personal information we hold, please contact us using the contact details set out below including your name and contact details. We may need to verify your identity before providing you with your personal information. In some cases, we may be unable to provide you with access to all your personal information and where this occurs, we will explain why. We will deal with all requests for access to personal information within a reasonable timeframe.

If you think that any personal information we hold about you is inaccurate, please contact us using the contact details set out below and we will take reasonable steps to ensure that it is corrected.

If you think that any information we hold about your affiliated club is inaccurate, or out of date, we may ask that two or more of your officers authorise that correction by submitting a GCA Form 4 to be found on the GCA website www.gardenclubs.org.au

## 8 Complaints

If you wish to complain about how we handle your personal information held by us, please contact us using the details set out below including your name and contact details. We will investigate your complaint promptly and respond to you within a reasonable timeframe.

## 9 Contact Us

For further information about our privacy policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

**Name:** Privacy Officer

**Email**: privacy@gardenclubs.org.au

The GCA Privacy Policy was last revised on August 22, 2024.