



MLTAV PRIVACY POLICY

The Modern Language Teachers' Association of Victoria (MLTAV) acknowledges that providing personal information is an act of trust that must be taken seriously. During your membership, MLTAV will have access to personal information about you, such as your contact details, employment details, credit card details, payment history, event attendance history and / or sensitive information. We commit to only dealing with or disclosing your information in line with our privacy policy.

1. Our Privacy Policy

1.1 *Statement of commitment:*

MLTAV is committed to protecting your privacy and any personal information we hold. MLTAV complies with the Privacy Act 1988 (Commonwealth) This policy explains how we may collect, use, disclose or otherwise handle personal and sensitive information.

1.2 *Collecting personal information:*

MLTAV collects personal information primarily to provide members with services. We may also use the information for marketing purposes, or for any other purpose permitted under the Privacy Act 1988 (Cth).

MLTAV collects personal information directly and voluntarily from members, potential future members, customers, advertisers/sponsors and students when they apply to become a member of MLTAV, when registering to attend an event, when entering a competition or when purchasing a product or service. You are not obligated to provide personal information, however failure to do so may result in MLTAV being unable to provide the service or products to you.

The primary contacts of School or Organisation members also have the authority to add and remove members linked to the membership. The required information to do so includes full name and email address. MLTAV recommends that primary contacts seek permission from their colleague/s prior to adding them to the membership.

MLTAV may invite you to participate in surveys. These surveys are designed to ensure that our products and services are as relevant to you as possible. MLTAV will always advise if the survey is anonymous or if your participation will be linked to you in any way. MLTAV also collects information based on your use of our services. Your web browser automatically provides us with the type of browser you are using, when you visited the MLTAV website, your top level domain name (for example .com, .gov, .au, etc), the address of the website that directed you here, your server's IP address and which pages you viewed. We will not combine information collected from your browser or device with personal information you have submitted without your prior consent. We only use this information for statistical and internal purposes including improving the functionality of MLTAV's websites for our users.

1.3 *What do we do when we get information we didn't ask for?*

Where we receive unsolicited personal information about you, we will check whether that information is reasonably necessary in order to provide our services or products. If it is, we will handle this information the same way we do with other information we seek from you. If not, we will ensure we do the right thing and destroy or de-identify it.

1.4 How will MLTAV use personal information?

By agreeing to this policy, you consent to MLTAV using your personal information for the following:

Primary purposes:

Provide services and products under a membership agreement and/or any other contract between MLTAV and the individual or organisation including:

- provide information about products, services and / or special offers that may be of interest either to the individual or organisation
- contacting you in relation to products or services ordered
- provide customer service
- obtain opinions or comments regarding MLTAV member services and products
- record statistical data for marketing purposes

Allow MLTAV to run our Association and perform administrative and operational tasks such as:

- training staff
- developing and marketing products and services
- risk management
- systems development and testing, including our websites and other online services undertaking planning, research and statistical analysis for marketing purposes.

Secondary purposes:

- billing and account management
- improving our products, services and websites
- improving our marketing and promotional efforts
- improving the accuracy of the members' information we hold

Should an individual or organisation receive communications from MLTAV which they do not wish to receive, they may remove their name from the database by unsubscribing. The option to unsubscribe is either available at the bottom of email communications, or individuals or organisations may contact MLTAV at info@mltav.asn.au

Please note: Members who unsubscribe will no longer receive communication from MLTAV or AFMLTA including Babel journals.

1.5 Exchanging your personal information

MLTAV may employ other companies or service providers to assist us in delivering our services, such as marketing, market research, mail-house services, hosting and product development services, analysis of member lists and/or consulting services. These third parties may have access to personal information that is needed to perform their specific function. Personal information cannot be used by them for any other purpose.

We may also exchange your information with third parties to whom we outsource certain functions, such as data quality management and technical improvements to our databases. Where your information is sent overseas, it is likely to be one of the following countries: United Kingdom, United States, Canada, New Zealand, India. When your information is sent overseas, MLTAV will take appropriate steps to ensure data handling and security arrangements are in place in line with Australian privacy legislation.

2. Direct marketing

MLTAV understands the trust involved in individuals and organisations providing personal information. We only permit authorised personnel to access your information. We will never use or disclose this information for any other purposes without first seeking consent, unless in exceptional cases when disclosure may be required by law.

You consent to MLTAV using and / or disclosing any personal information collected from you for direct marketing purposes, whether collected via telephone, the website, or otherwise, but subject to the terms of this Privacy Policy.

Unless otherwise provided in this Privacy Policy and in accordance with the Privacy Act, MLTAV retains the right to use and disclose your personal information for direct marketing purposes:

That has been collected from you in circumstances where:

- you have provided consent to do so; or
- it is within your reasonable expectations; or
- where it is impracticable to obtain your consent; or
- that has been collected from any third party in circumstances where: or
- you have provided consent to do so; or
- it is impracticable to obtain your consent.

In each direct marketing communication, we will include:

- a statement appearing on the relevant piece of marketing material notifying you of your right to opt out from further direct marketing communications; and
- simple means for you to opt out of receiving further direct marketing communications of that kind.
- should you choose to opt out, we will stop using personal information for direct marketing purposes.

3. Anonymous information

MLTAV may use anonymous information collected from you for internal purposes including improving our products and services.

Some anonymous demographic information may be provided to advertisers, so they can assess whether they wish to participate in advertising or where this information may play a role in the design of their advertisements. All information disclosed in these circumstances will be stripped entirely of all personal information. Your personal information will not be disclosed.

4. Links to other websites

The MLTAV website and Member Communications (primarily the Languages Connect e-newsletter email) include links to sites outside of the MLTAV website. These linked sites are not under the control of MLTAV and we are not responsible for the conduct of companies linked to the MLTAV website, nor for the performance, content and / or software contained on such external websites. MLTAV advises you to check the sites' terms and conditions, including privacy and security policies.

5. MLTAV's use of cookies

MLTAV uses cookies to manage user access. A cookie is a small text file that a server places on your hard drive to identify that subsequent requests to a site have come from the same user. MLTAV uses cookies to 'remember' your browser between page visits and make using MLTAV's website easier, for example by storing information about your preferences. The use of cookies is an industry standard.

6. Google's collection of information

MLTAV uses Google Analytics. This program utilises a cookie that collects anonymous traffic data. For more details on the kind of information collected by Google, visit www.google.com.au/analytics/.

7. Storage and security of your details

MLTAV takes all reasonable steps to keep any information that it possesses about you secure. We encourage you to play an important role in keeping your personal information secure, by maintaining the confidentiality of any passwords and account details used on our websites. It is your sole responsibility to maintain such confidentiality and MLTAV will not be liable for any damage, loss or expense suffered due to such disclosure.

8. Updating, amending or deleting personal information

Individuals and organisations have the right to review, amend or delete personal and / or sensitive information that may be recorded on the MLTAV database. Personal information can be reviewed, amended or deleted by members by logging into the MLTAV website using your unique login details.

Should an individual prefer their personal information be destroyed, they may send their request to info@mltav.asn.au and all reasonable steps shall be made to delete the information. Deletion of personal information may result in the individual being unable to access MLTAV services or products.

9. Making a complaint

If you have a concern about your privacy, you have a right to make a complaint and we will do everything we can to put matters right.

To lodge a complaint, please get in touch with us using the contact details provided below. MLTAV will review the complaint and endeavour to resolve it as soon as possible. We will acknowledge receipt of the complaint and will keep you updated on the progress we are making towards resolving the issue.

Contacting MLTAV

If you have any questions or concerns with respect to this privacy policy, please contact us at:

Modern Languages Teachers' Association of Victoria Inc.

PO BOX 1027, Thornbury, VIC 3071

e: info@mltav.asn.au

p: 0437 130 976 - Monday to Friday between 9am and 5pm

Endorsed by the MLTAV Committee: October 2021

Due for review: October 2023