

MUSIC BROADCASTING SOCIETY OF SA INC
BOARD POLICY
PRIVACY STATEMENT

If you interact with the Music Broadcasting Society of SA Inc (MBSSA, we, us) you should be assured that your privacy is important to us. This policy explains how we collect personal information and how we maintain, use and disclose that information. It also provides detail about our policy in relation to the personal information we keep on record.

What information does MBSSA hold?

The types of information we keep on record will depend on the nature of your interaction with us. Generally, we keep a record of one or more of the following types of information about you:

- information that identifies you, such as your name, address, telephone number, email address and other information provided by you and people nominated by you;
- in certain circumstances, credit card details;
- a record of your financial transactions with us;
- if you are a Volunteer, we may also collect and hold information about your skills and past work history.

All information sought is required for our business purposes.

We do not collect sensitive information (for example health information or information about your racial or ethnic origin or any criminal record), unless it is necessary for our business purposes (for example, if you wish to become a Volunteer we need to ask about information such as any criminal record as part of processing your application).

How MBSSA generally collects your information

We only collect personal information about you from you. You will always be aware that we are collecting the information. Generally there are three circumstances when we will collect personal information from you: as a member of the general public purchasing products or services from us; if and when you apply to become a Member of MBSSA; as a Member of MBSSA if and when you apply to become a volunteer.

How may MBSSA use your personal information?

If you are a member of the general public we will only use the information that you provide to us to enable us to complete your transaction with us.

If you are a Member of MBSSA we will use the information that you provide to us for the following purposes:

- to maintain our contact with you and provide communications to you as a Member;
- to keep a record of your transactions with us relating to your membership fees and any donations that you make;
- from time to time we may be approached by other organisations with aims that are sympathetic to ours seeking our cooperation in providing information to you. We will not provide your information to such organisations but will, subject to your agreement, provide their information to you.

We will not provide your information to any third party, unless required to do so by law.

If you are a Volunteer we will use the information that you provide to us in the same way as for Members of MBSSA in general. However, we may provide telephone numbers and/or email addresses to other Volunteers where this is seen as necessary for our efficient operations. We will only use any information that you have provided to us in relation to skills or past work history to assess whether or not you might be able to take on a role within the organisation.

Credit Card Details

If we collect your credit card details we will only retain them for as long as is required to process any transaction or transactions that you have authorised. Once that process is complete we will destroy the details or obliterate them from our records.

How MBSSA protects the security of your information

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure.

We have physical, electronic and procedural safeguards to protect your information held by us. For example, your personal information is stored in secured office premises, in electronic databases requiring logins and passwords for access and/or at one of our secured warehouses. Access to information stored electronically is restricted to volunteer staff whose job requires access. We require all volunteer staff to maintain the confidentiality of customer information.

We use secure methods to destroy or de-identify any personal information as soon as the law permits, provided the information is no longer needed by us for any purpose.

We do not store credit card details electronically.

Changes to our Privacy Policy

We may amend this policy from time to time. The most up-to-date version will be displayed on our web site.

What are your rights?

You need not give us any of the personal information about you that may be requested in our communications with you. However, without that information, we may not be able to process an application, fulfil your request or provide you with an appropriate level of service.

Access to your information

You can request access at any time to personal information we hold about you. We will process your request within a reasonable time, usually 14 days for a straightforward request. More time may be needed, depending on the nature of the request.

While there is no fee for requesting access to your information, we may charge you the reasonable cost of processing your request.

Correction of information

We try to ensure that all information we hold about you is accurate, complete and up to date. You should promptly notify us if there are any changes to your personal information.

You may ask us at any time to correct personal information held by us about you, which you believe is incorrect or out of date. We will deal with your request within a reasonable time.

If you have any questions, concerns or complaints about our privacy policy or practices please contact us by telephoning 8346 2324 between the hours of 9 am and 5 pm Monday to Friday excluding Public Holidays or by writing to:

Music Broadcasting Society of SA Inc
4a River Street
HINDMARSH SA 5007

We will try to answer any questions you may have, correct any error on our part or resolve any complaint that you may have about our information handling practices.