

# PRIVACY POLICY

MAY 2014



The Australian Subscription Television and Radio Association (ASTRA) is subject to the Australian Privacy Principles in the *Privacy Act 1988* (Cth). This Privacy Policy explains in general terms how ASTRA protects the privacy of your personal information under the Australian Privacy Principles. The principles set out in this Privacy Policy will apply to any personal information you provide to ASTRA, including by letter, e-mail, facsimile, telephone, or under any other agreement or arrangement and to information which we collect about you from other sources.

This Privacy Policy does not apply to acts and practices of ASTRA which relate directly to the employee records of our current and former employees.

## 1. How we collect your personal information

We generally collect your personal information directly from you. For example, we may collect personal information about you when you deal with us over the telephone, send us correspondence (whether by letter, fax or e-mail), visit our website or when you have contact with us in person.

We may also collect your personal information from publicly available sources such as websites and business directories, or from other third party sources.

## 2. The kinds of personal information we collect

Generally, the type of personal information we collect about you includes your name, mailing address, telephone number and e-mail address.

## 3. Purpose for collecting personal information

ASTRA collects personal information for the following purposes:

- performing its role and function as the body which represents the Australian subscription broadcasting and subscription narrowcasting industries, including by communicating appropriately with individuals employed or engaged by ASTRA members, relevant government departments, regulators and other stakeholders;
- providing marketing information for ASTRA events, publications and other ASTRA activities;
- promoting the rights and interests of ASTRA members;
- assisting ASTRA members to comply with the Subscription Broadcast Television, Subscription Narrowcast Television, and Subscription Narrowcast Radio Codes of Practice, including managing complaints and assisting in the resolution of disputes; and
- for administrative purposes, including without limitation, managing our finances, obtaining advices and managing premises and equipment.

In some circumstances, we collect personal information about you from a third party source. If we collect personal information about you in this way, we will take reasonable steps to ensure that you are aware of the purposes for which we are collecting your personal information and the organisations to which we might disclose your personal information.

Depending upon the circumstances, we may disclose your personal information to:

- our legal and financial advisors;

- our employees, agents and contractors; and
- ASTRA members and their employees, agents and contractors.

#### **4. How we use or disclose your personal information**

We will use and disclose personal information for the purposes for which it was collected (as described above in section 3). We may also use and disclose personal information for purposes related to the main reasons we collect it.

We do not disclose personal information we collect to third parties for the purposes of allowing them to direct market their products and services.

We engage third party contractors to perform services for us which involves the contractor handling personal information we hold. In these situations, we prohibit the third party contractor from using personal information about you except for the specific purpose for which we supply it.

#### **5. Gaining access to information we hold about you**

ASTRA will, on request, provide you with access to the personal information we hold about you, unless there is an exception to our disclosure obligation under the *Privacy Act 1988* (Cth).

You can request access to your personal information through the contact details in Section 10 below. Your request to obtain access will be dealt with within 30 days after the request is made.

If ASTRA refuses to provide you with access to the information, ASTRA will provide you with reasons for the refusal and inform you of any exceptions relied upon under the *Privacy Act 1988* (Cth).

#### **6. Keeping your personal information up-to-date**

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it.

If you think that any personal information we hold about you is inaccurate, incomplete, out-of-date or irrelevant, you may ask us to correct it. We will take reasonable steps to correct it unless we disagree with your reasons. If we refuse to correct your personal information we will give you a written explanation why.

#### **7. Security of your personal information**

We hold your personal information in a combination of electronic and hard copy files. We may store your personal information with a third party data storage provider.

We take all reasonable steps to ensure that the personal information we hold is protected from misuse, interference and loss, and unauthorised access, modification or disclosure by the use of various methods, including secure storage. Where we store your personal information with a third party data storage provider, we require them to keep it secure and only use or disclose it for the purpose for which it was provided.

Please contact us immediately if you become aware or have reason to believe there has been any unauthorised use of your personal information that we hold.

## **8. Opting-out of ASTRA communications**

ASTRA may use your personal information for the purpose of providing you with marketing information on ASTRA events, publications and other ASTRA activities.

You can request not to receive marketing communications from ASTRA through the contact details in Section 10 below. We will give effect to your request within 30 days after the request is made.

## **9. Contacting us in relation to your personal information**

If you wish to gain access to your personal information or make a complaint about a breach of your privacy or if you have a query on how your personal information is collected or used, or any other query relating to ASTRA's Privacy Policy, please contact us through the contact details in section 10 below.

We will respond to your query or complaint as soon as possible and will try to resolve any complaint within 30 days after the request is made. If this is not possible, we will contact you within that time to let you know how long we estimate that it will take to resolve your complaint.

## **10. Contact details**

Email: [admin@astra.org.au](mailto:admin@astra.org.au)

Phone: +61 2 9776 2684

Fax: +61 2 9776 2683

### Mailing Address:

Australian Subscription Television and Radio Association  
4 Broadcast Way  
Artarmon NSW 2064  
Australia