
House Energy Raters Association

PRIVACY POLICY





Privacy

HERA is committed to protecting the privacy of member information and to handling your personal information in a responsible manner in accordance with the Privacy ACT 1988 (Cth), the Privacy Amendment (Enhanced Privacy Protection) Act 2012, the Australian Privacy Principles (including all changes that replace the National Privacy Principles and Information Privacy Principles) and relevant State and Territory privacy legislation (referred to as privacy legislation)

This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about breach of legislation.

This Privacy Policy is current from the 1st May 2019. From time to time we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes.

We respect the privacy of individuals. We advise that much of the information that you have provided to, or may be asked to provide, to us is personal information.

As a general rule, personal information is not released by **HERA** to any other organisation (except in response to legal requirements) and information regarding an individual will not be disclosed to a third party without the individual's consent.

We collect information that is necessary and relevant to provide you with the services we provide. This information may include your name, address, date of birth, gender, credit card and direct debit details and contact details. This information may be stored on our computer records system or in hand written records.

Wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources such as third-party referees.

This information is normally collected for the purpose of processing your application. **HERA** collects information through forms or internet registration.

Please remember that any information that is disclosed in these areas becomes public information and you should exercise caution when deciding to disclose your personal information.

Any personal information that we collect is held with the strictest confidence. **HERA** uses and implements industry standards for the security and protection of information collected, and this information is securely stored, and access is restricted to authorised personnel only, ensuring your personal information is protected.



Information we collect is used only for the purpose stipulated at the time that the information is collected. **HERA** is required by law not to reveal, disclose, sell, distribute, rent, licence, share or pass on to any third parties, any personal information that you may have provided us unless we have your express consent to do so.

You have a right of access to, and alteration of personal information concerning yourself held by **HERA**, in accordance with government legislation.

Under its national reporting obligations **HERA** is required to supply information collected on to State or Federal Government agencies for purposes of research, statistics and program evaluations. By signing the Application form and attesting to the validity of the information supplied, you are agreeing to the supply of this information for the stated purposes.

No other disclosure will be made without your consent except as authorised or required by law. You have, on request a right of access to personal information we hold about you.

Personal information that we hold is protected by:

- ❖ Securing our premises
- ❖ Placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure; and
- ❖ Providing locked cabinets and rooms for storage of physical records.

If you have a complaint about the privacy of your personal information, we request that you contact us in writing. Upon receipt of a complaint we will consider the details and attempt to resolve it in accordance with our complaints handling procedure.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian information Commissioner or the Privacy Commissioner in your State or Territory.