



AANT Privacy Policy

Member information



September 2014



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AANT Privacy Policy outlines how we collect, use, store and disclose personal information about you as well as AANT's general philosophy in relation to privacy.

Your privacy is important to us

Automobile Association of Northern Territory Incorporated [ABN 13 431 478 529] is committed to protecting the privacy of individuals, including members and customers. AANT abides by the **Australian Privacy Principles ("APPs")** under the *Privacy Act 1988 (Cth)*. The APPs regulate the way that certain entities handle personal information.

Privacy of your personal information is important to us and we conduct our business with the highest standards of personal and corporate integrity. We aim to provide the best possible service, whilst ensuring you are aware of how your personal information is used within AANT.

By providing your personal information to us, you agree to our collection, use and disclosure of your personal information (including sensitive information such as health information) in accordance with this Privacy Policy.

What is personal information?

Personal information is information or an opinion (including information forming part of a database), whether true or not, and whether recorded in material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or an opinion.

What personal information do we collect and hold?

We will always be open and honest in our dealings with you and will only collect information about you that we believe is necessary to undertake our legitimate business activities. The nature of the personal information we collect will be dependent upon your chosen level of interaction with AANT, and the degree to which you utilise the broad range of AANT benefits, products and services.

Generally, the personal information is comprised of your name, gender, address, date of birth, vehicle details, and

telephone, fax and e-mail contact details. Further specific details may be required for different types of transactions.

AANT also retains transactional histories of your usage of AANT services for audit purposes and to assist in understanding your circumstances, preferences and service needs.

For employment applications, we collect your name, address, contact details, current and past employment information, educational qualifications and professional associations. We also collect information about and proof of your residency status, the name and contact details of your referees and other information required for recruitment purposes. Where we seek your consent to conduct a background check, we also collect details of your proof of identity from you.

How do we hold your personal information?

We may hold your personal information in a number of ways, including;

- on our computer systems and database; This may include storing your data on a third party supplier's system or on a cloud based server however we will always ensure that any third party supplier's system is bound by similar privacy laws and abides by AANT's privacy obligations.
- in hard copies (paper files); and
- as telephone recordings.

We may combine personal information we receive about you with other information we hold about you. This includes information collected for different products and services.

We may hold your personal information as long as we need it for any purpose for which we may use or disclose it, or longer if required by law.

Telephone call recording

We may record incoming and/or outgoing telephone calls for training, quality assurance or verification purposes.

Where we have recorded a telephone call, we can provide you with a copy of the recording at your request, where it is reasonable to do so.

Why is the information collected and how is it used?

Generally, we collect personal information necessary to validate your identity and to ensure your request or enquiry can be actioned efficiently and effectively. Collection of personal information is necessary to undertake many of the broad range of transactions offered by the AANT, including:

- to process an application for AANT membership;
- to service and administer existing AANT membership entitlements;
- to ensure you are aware of various membership benefits and to offer specific products and services we feel may be of particular interest to you;
- to respond to any query sent to us by you;
- to handle complaints and disputes
- to use in accordance with any other purpose which is stated to you at the time of collection or that you otherwise authorise;
- to detect, investigate and prevent fraud;
- to train our employees;
- to assess and process employment applications; and
- to satisfy legal requirements.

How do we collect your personal information?

In most cases we only collect information about you directly from you either in person, in writing, email, through our online services and by telephone. However, there are circumstances where this is impractical such as where a AANT membership is purchased as a gift, where multiple persons are linked or related to a particular membership in cases involving joint insurance of property. Occasionally we share personal information of members with commercial partners including other motoring clubs and TIO. This is only for the purpose of the provision of member benefits and for verifying that members who receive these benefits are eligible for those products, and to ensure that any commissions payable to AANT by our commercial partners are verified. This information provided to these commercial partners are disclosed for no other purposes. In some circumstances, we may also collect your personal information from:

- your agents or representatives, for example your insurance broker,
- your legal adviser who applies for a policy that covers you or is instructed by you to deal with us;
- third parties who you have asked to provide your personal information to us, including your referees and your insurer;
- our agents service providers and commercial partners;
- other insurers and insurance reference bureaus;
- law enforcement, dispute resolution, statutory and regulatory bodies;
- publicly available sources such as the Internet and telephone directories; and/or
- the general public when it is unsolicited and may be relevant to a particular policy or fraud investigation.

Unless we are required or permitted by law to collect sensitive information about you, we will only do so after obtaining your consent.

If you provide personal information about a third party individual to us you need to ensure that the individual is aware of, understands and agrees to the collection, use and disclosure of his or her personal information in accordance with this Privacy Policy.

Anonymity and pseudonymity

Whenever it is lawful and practicable, individuals will have the option of not identifying themselves, or to use a pseudonym, when making contact with AANT. However, AANT will not be able to offer its services to an individual in the ordinary course, unless the individual concerned has been identified to AANT's reasonable satisfaction.

Data quality

AANT will take appropriate steps to ensure that the personal information it collects and discloses is accurate, complete, up-to-date and relevant. However, the accuracy of the personal information we collect is largely dependent on what you provide us. To ensure that we've got your most current and accurate details, please let us know when your information changes.

Use of cookies

AANT uses Google Adwords and Google Analytics to collect visitor information. This allows AANT to [collect information about the traffic on its websites and] advertise online to visitors to our site. One of the primary methods used by Google Analytics is the placement of cookies. Cookies are small information files that an end user's web browser places on that user's computer when a website is visited.

These cookies do not collect any personally identifiable information or allow AANT to use personally identifiable information with other remarketing lists or cookies.

Visitors can opt-out of Google Analytics for Display Advertising and customize Google Display Network ads using the Ads Preferences Manager or Google Analytics opt-out browser add-on.

What if you don't want to provide certain personal information?

AANT only collects information that we believe is necessary to undertake a specific transaction or function. Therefore, refusal to supply requested details may delay or prevent us from satisfying your request, be it a membership application, or provision of a specific AANT member entitlement or benefit.

Disclosure of personal information

Any personal information collected, held or used by AANT is kept strictly confidential and is only accessed by authorised AANT staff, agents, contractors or service providers in the course of them undertaking their legitimate duties in providing a given product or service and managing our business. Only information necessary for the particular function is shared with the relevant service provider.

Occasionally we share personal information of members with commercial partners including other motoring clubs and TIO. This is only for the purpose of the provision of member benefits and for verifying that members who receive these benefits are eligible for those products, and to ensure that any commissions payable to AANT by

our commercial partners are verified. This information provided to these commercial partners are disclosed for no other purposes.

Member or customer information will not be given, rented, sold or traded to any external third party organisation and will only be made available to a third party:

- where AANT has contracted an external service provider to assist in the execution of AANT's legitimate activities including IT service providers, providers of consultancy service and professional advisors including Royal Automobile Association (RAA) whom manages our membership system and call centre;
- where AANT is acting as an agent or representative of another entity or another entity is providing member benefits or entitlements on our behalf (for example an interstate motoring club);
- to TIO for the purpose stated above;
- if disclosure is required by or authorised by law; or
- if you consent to the disclosure of specific information to third parties.

AANT will always ensure that any entity that AANT may disclose personal information to is bound by similar privacy laws with regards to the collection, handling, use and disclosure of your personal information.

Disclosing your personal information overseas

AANT may need to disclose your personal information to other companies, service providers, including related entities which may be located overseas. The countries in which these recipients may be located will vary from time to time, but may include United Kingdom, United States and other countries from which entities provide services for AANT.

When disclosing your personal information to overseas recipients, we take all measures that are reasonable in the circumstances to ensure your personal information is treated in accordance with the APPs.

Any information disclosed to an overseas recipient may only be used for the purposes intended.

How we protect your personal information

Reasonable steps are taken by us to protect personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure.

Contacting AANT about access to and/or correction of your personal information

AANT aims to ensure the personal information it collects, uses and discloses, including the personal information of its members and customers, is accurate, up to date, complete and relevant. If you would like to access your personal information or feel that the information we currently have on record is inaccurate, irrelevant, out of date or incomplete, please contact us on (08) 8925 5901 or at the AANT office. We will need to verify your identity before giving you access. We will normally be able to deal with your request immediately. If the request is complex, we will ask you to complete a *Personal Information Access & Disclosure* request form. We will comply with any such request except where the Privacy Act 1988 or Australian Privacy Principles allow us to refuse to do so. There is no fee for making such a request, but we may charge for actually providing you access. We will endeavour to respond to such a request within [14] days. There may be instances where we cannot grant you access to the personal information we hold. For example, we may not grant access to information if it could interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

Marketing and promotional offers

From time to time AANT may contact you with some direct offers that may be of interest to you. However, AANT honours any request not to receive unsolicited, personally targeted promotional material. If you do not want to receive these offers from us, please telephone on (08) 8925 5901 or visit the AANT office.

Comments and complaints regarding privacy

If you have a problem with how AANT has used your personal information, or are concerned about any aspects of the AANT Privacy policy, we want to hear from you.

The AANT Privacy Officer has the appropriate knowledge and authority to deal with any privacy matter, and will be able to explain your rights and any referral that may be necessary in order to resolve the matter. Any formal privacy complaint will be dealt with by the Privacy Officer.

Privacy related comments and complaints may be lodged over the telephone or visiting the AANT Office.

Details as follows:

Telephone: (08) 8925 5901
(9am–5pm AEST weekdays)

Mail: AANT Privacy Officer
GPO Box 2584
DARWIN NT 0801

In Person: AANT
2/14 Knuckey Street
DARWIN NT 0801

The matter will be investigated and a response will be provided promptly. Any formal dispute review will be undertaken promptly, and the Internal Committee's decision will be provided within fifteen (15) working days. Every effort will be made to equitably address privacy concerns.

In the unlikely event that your complaint is unresolved, you are unhappy with the resolution of your complaint or with the way AANT has handled your complaint through the Dispute Resolution Process, you are entitled to contact the Office of the Australian Information Commissioner which may investigate your complaint further. However, they will only become involved when all internal avenues have been exhausted. Contact details are as follows:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
1300 363 992
www.oaic.gov.au

Changes to this Privacy Policy

This Privacy Policy may change from time to time, so please check back periodically to ensure you are aware of the terms of our current Privacy Policy.

AANT Important Numbers

Road Service

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|-----------------------------------|--------------|
| 24 Hour Road Service | 13 11 11 |
| 24 Hour Battery Service | 13 11 11 |
| 24 Hour Premium and Plus benefits | 1800 803 276 |

Membership

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| Metropolitan areas | 8925 5901 |
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Motoring Advice

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| Technical Advice | 1300 661 466 |
| Vehicle Inspections | 8925 5901 |

Public Relations

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| | 8925 5901 |
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| <i>ntmotor</i> | 8925 5901 |
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Website

aant.com.au

AANT Office

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| Phone | 8925 5901 |
| Fax | 8925 5902 |
| Postal Address | GPO Box 2584, Darwin, NT, 0801 |

General Enquiries

For general enquiries telephone an AANT Consultant on 8925 5901 between 9 am and 5 pm Monday to Friday.