Will Organise Pty Ltd
(ABN 84 606 495 381)

Collection of personal information and privacy

Introduction: This notice is provided because we propose to collect, or have collected personal information about you (ie, information that identifies you or could be used to do so). While, as a small business, the *Privacy Act 1988 (Cth)* ("Act"), and the Australian Privacy Principles set out in the Act may not apply to us, we nonetheless seek to treat privacy with due respect.

Identity and contact details: Personal information is collected by Will Organise Pty Ltd (ABN 84 606 495 381) ("Will Organise"). Will Organise can be contacted by the following means:

Phone: +61 2 4319 8519
Email: willorg@willorganise.com.au
Postal Address: The Privacy Officer, Will Organise Pty Limited, 1/3 Watt St Gosford, NSW, 2250

Are there laws that require us to collect personal information? No, but we cannot manage our work unless we do so. Also, for insurance, legal and tax purposes we need to retain the information on our files after completion of our work.

Purposes of collection of personal information:

Conference and event management

We collect personal information so that we can provide professional conference and event management services for our clients and the various attendees, participants and stakeholders in the conferences and events we manage for them. We usually collect names, addresses, phone numbers and email details for contact and identification purposes.

If you are attending a conference or other event, we may collect your personal information so that we can properly register you for the conference/event and arrange for the various services to be provided to you, such as venues, accommodation, transport, food and beverage.

In some cases, we may collect health information, where that may be relevant to the supply of food and beverage if you have special dietary needs relevant to the food and beverage to be supplied at events we manage;

In some cases, we may also collect information concerning your religious, ethnic or philosophical background or allegiance, where that is relevant to food and beverage supplied at events we manage, or to other aspects of cultural sensitivity.

We may also use the information to advise you of services we provide and of conferences and events that we think you may be interested in.

If you are a supplier of goods or services for the conferences/events that we manage, we collect your name and contact details so that we can manage our commercial relationship with you.

We will usually collect personal information direct from the individual. If you are a conference/event delegate, in some cases we may collect it from our client (the conference or event host).

If you are supplying us with personal information of a colleague, we ask that you provide a copy of this collection statement to that person.

Secretariat and membership management services for our trade and professional association clients:

We collect personal information of the members of our trade and professional association clients where we provide those clients with secretariat and membership management services. The fact of membership will, itself, be "sensitive information" as defined in the Act, and we will treat it as such.

We will usually collect information identifying you as a member of our trade and professional association clients from our client, or where you are a new member, we may collect the information direct from you.

Consequences if we are unable to collect the personal information we seek: If we are unable to collect the personal information we ask for, the likely consequences are that we may not be able to provide our services at all - or if we do, they may be diminished in quality.

Disclosure of personal information to others:

Events and conferences:

Generally, subject to the exceptions listed below, we will only disclose personal information we have collected to others where it would reasonably be expected by the individual or where required by law.

If you are attending a conference/event that we are managing, we may disclose information about you that is necessary for us to provide our services and for contracted suppliers to provide goods and services in connection with the conference/event.

For example, we may disclose your information to:

- the conference/event venue;
- food and beverage suppliers;
- suppliers of accommodation;
- suppliers of tours and other travel services (related to or in the context of the conference/event) that you have told us that you may wish to participate in; or
- conference/event sponsors.

In some cases, we may need to pass on "sensitive information", such as information about (or that implies) your health, philosophical, religious or ethnic background, where this is necessary to arrange the supply of culturally sensitive goods or services to you, or for health reasons. For example, we may need to advise a venue if you have special dietary requirements that may be based on religious or philosophical beliefs, or because you have a particular food allergy.

Secretariat and membership management services:

Where we have collected your information as a member of a professional or trade association to which we provide secretariat or membership management services, we will not usually disclose personal information obtained in relation to members to third parties (other than our client association itself and to other members of the organisation), subject to the exceptions below.

Exceptions:

Please note that, in addition to the engagement of or collaboration with the suppliers of goods and services for the conference/event, Will Organise may from time to time outsource management of certain functions, such as:

- our website, the conference/event website and other information technology, including our data-base of contacts and clients; and

- marketing.

In such cases the external service provider may have access to your personal information. In such cases it is our policy to include, where commercially possible, provisions in the contract with the service provider that obliges the service provider to comply with our privacy policy and to comply with the *Privacy Act* and the Australian Privacy Principles.

Finally, we may also disclose your personal information to:

- our professional advisers, such as our lawyers in any case where we need to seek advice; or

- to a purchaser of our business or part of our business.

Other than in the context of a sale of our business or part of our business, we will not sell your personal information to third parties.

Your access rights to your personal information: Under the *Privacy Act* you have some rights of access to the personal information we hold about you, and the right to have it corrected if required. The right of access is qualified because there are some circumstances in which we can withhold some or all of the information we hold. See below for details on how you can request access.

Our privacy policy: You can request a copy of our Privacy Policy from us at any time by contacting us as noted above. Our privacy policy contains details of how you can:

- gain access to the personal information held by us and how you can seek correction of the information; and

- complain about a breach of the Australian Privacy Principles (APPs) and how we will deal with such a complaint.

Overseas disclosure of personal information: If the conference or event is taking place in a foreign country, if you are attending a conference from a foreign country or if our client, the conference host, is located in another country, we may need to disclose your personal information to recipients in that country. The countries in which this might occur cannot be anticipated here – it will depend on where the conference/event is being planned.

Alicia Smith
Director
Will Organise Pty Limited