

# VESPIIA PRIVACY POLICY



## 1. INTRODUCTION

The Veterans, Emergency Services and Police Industry Institute Australia (VESPIIA) is committed to protecting the privacy of personal information that we collect, hold, and administer. Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

This Privacy Policy explains how VESPIIA manages personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

## 2. PURPOSE

This policy provides a clear framework for how VESPIIA collects, uses, discloses, stores, and secures personal information. It also sets out how individuals may access or correct their information, and how privacy concerns can be raised.

## 3. OUR COMMITMENT

VESPIIA collects personal information to manage membership, deliver programs and events, provide services to members, maintain communication, and meet our legal and regulatory obligations.

VESPIIA is committed to handling personal information in ways that people would reasonably expect — securely, lawfully, and transparently — while ensuring individuals have access to their own information.

To meet these obligations, VESPIIA will:

- collect only the information necessary for our functions
- explain why information is being collected and how it will be used
- use and disclose information only for the purpose for which it was collected, or where permitted by law
- store information securely and protect it from unauthorised access
- provide individuals with access to their personal information and the ability to request corrections.

## 4. COLLECTION OF PERSONAL INFORMATION

### 4.1 Why we collect personal information

VESPIIA collects personal information so we can:

- manage membership applications, renewals, and member records
- provide services, resources, and professional development
- run events, conferences, and programs
- process payments and donations
- communicate with members, partners, and stakeholders
- administer working groups, sub-committees, and volunteer activities
- comply with legal, regulatory, and reporting obligations.

We may use your personal information to contact you about events, opportunities, and sector updates. You may opt out of these communications at any time.

### 4.2 How we collect personal information

VESPIIA collects personal information:

- directly from individuals (e.g. membership forms, event registrations, email enquiries)
- through our website, online forms, member portal, or email marketing platform
- from third parties where you have consented or where permitted by law.

We will always collect personal information in a lawful, fair, and non-intrusive manner.

### 4.3 Sensitive information

VESPIIA will not collect sensitive information (such as health information, race or ethnicity, political opinions, religious beliefs, sexual orientation, or criminal history) unless:

- you have given clear consent; and
- the information is reasonably necessary for VESPIIA's functions; or
- we are required or authorised by law to collect it.

Sensitive information may be collected in emergency or life-threatening circumstances where consent cannot be provided.

### 4.4 Unsolicited information

If VESPIIA receives unsolicited personal information, we will determine whether we could have collected it under this policy. If not, we will destroy or de-identify it, where lawful and reasonable.

## 5. USE AND DISCLOSURE OF PERSONAL INFORMATION

VESPIIA will only use or disclose personal information:

- for the purpose for which it was collected
- for a related secondary purpose that individuals would reasonably expect
- where the individual has consented
- where required or authorised by law.

### 5.1 Direct marketing

VESPIIA may use personal information to provide members with information about programs, events, opportunities, or sector updates. Every email or electronic communication will include a simple way to opt out. We do not provide personal information to unrelated third parties for their own marketing purposes.

### 5.2 Third-party service providers

VESPIIA may share personal information with trusted third-party providers who assist with:

IT systems and website hosting  
membership and CRM management  
payment processing  
event management platforms  
printing, mailing, research, or administrative services  
volunteer coordination or committee activities.

All providers must agree to confidential handling of personal information and use it only for the purpose for which it was supplied.

### 5.3 Overseas disclosure

Some personal information may be stored or processed on secure cloud platforms located outside Australia. VESPIIA takes reasonable steps to ensure overseas service providers comply with privacy obligations consistent with the APPs.

### 5.4 Other permitted disclosures

VESPIIA may disclose personal information:

where necessary to prevent a serious threat to life, health, or safety

where VESPIIA reasonably believes unlawful activity has occurred or may occur

to law enforcement agencies, government bodies, or regulatory authorities as required by law

for the conduct of court or tribunal proceedings.

Whenever personal information is disclosed in these circumstances, VESPIIA will make a written record of the disclosure.



## 6. STORAGE, SECURITY, AND RETENTION

Personal information is stored securely in VESPIIA's databases and cloud systems, with access restricted to authorised staff, volunteers, and contractors.

VESPIIA will take reasonable steps to:

- protect information from misuse, loss, unauthorised access, modification, or disclosure
- ensure information is accurate, up to date, and complete
- ensure service providers are privacy-compliant
- destroy or de-identify personal information when no longer required, in line with our Records Management Policy.

## 7. ACCESS AND CORRECTION

Individuals have the right to:

- request access to personal information held by VESPIIA
- request correction if the information is inaccurate, incomplete, or out of date
- request that a statement is attached to their record if VESPIIA disagrees with a correction request.

VESPIIA may refuse access where authorised by law (e.g. if granting access would pose a serious threat to safety, impact another person's privacy, or relate to legal proceedings). If access is refused, VESPIIA will provide written reasons. VESPIIA may charge a nominal fee for providing access, but not for lodging a request or making a correction.

## 8. ANONYMITY AND PSEUDONYMITY

Where lawful and practicable, individuals may interact with VESPIIA anonymously or by using a pseudonym. This may not be possible for membership, event registration, or any activity requiring identity verification.

## 9. WEBSITE, COOKIES, AND ONLINE ACTIVITY

VESPIIA websites may use cookies to improve user experience and site functionality. Users may configure their browser settings to refuse cookies; however, some features may not function correctly.

VESPIIA may use analytics tools (such as Google Analytics) to collect aggregated, non-identifiable website usage data. Users may opt out through Google's browser add-on. For online payments, VESPIIA uses secure, encrypted third-party payment gateways that comply with privacy and anti-fraud standards.

VESPIIA's website may contain links to external sites. We are not responsible for the privacy practices of other organisations. Users should review the privacy policies of any linked site before providing personal information.

## 10. THE SPAM ACT 2003

VESPIIA complies with the Spam Act 2003, which prohibits sending unsolicited commercial electronic messages. All communications sent by VESPIIA include an unsubscribe option.

## 11. CHANGES TO THIS PRIVACY POLICY

VESPIIA may amend this Privacy Policy at any time by publishing an updated version on our website. Continued use of VESPIIA services after changes are made indicates acceptance of the updated policy.

## 12. CONTACTING VESPIIA ABOUT PRIVACY

If you have questions, concerns, or would like to request access or correction of your personal information, please contact:

Chief Executive Officer  
VESPIIA Limited  
PO Box 122  
Subiaco WA 6008  
ceo@vespiia.org

If you are not satisfied with VESPIIA's response, you may contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au) or on 1300 363 992.