

NERAM Privacy Policy

Ratified by NERAM Ltd Board, 15 Oct 2014

NERAM maintains a policy of strict confidentiality concerning your personal information.

This Privacy Policy has been developed in accordance with the *Commonwealth Privacy Act 1988*. It applies to the collection, storage, use and dissemination of your personal information by NERAM Ltd, its staff and contractors. Access to our website (www.neram.com.au) or our services confirms your acceptance of the terms of this Privacy Policy. This Privacy Policy applies to information provided to us whether via our website or any other means and demonstrates how we will comply with the Australian Privacy Principles under the *Privacy Act*.

Although we will comply with this Privacy Policy in respect of information provided to us by all people, anyone under the age of 18 years must obtain the consent of a parent or guardian prior to using our website and their parent or guardian will be responsible for appropriately supervising their use of our website.

If you have any further questions, or if you wish to receive more information on our information practices and use of our Privacy Policy, please contact our Privacy Officer at office@neram.com.au.

Collecting personal information:

NERAM collects personal information when users subscribe to communication channels such as correspondence; NERAM's e-news; registration for an event, workshop, art class or activity; complete a survey; purchase artworks or gifts at the Museum Shop; make a donation to NERAM; or become a member of Friends of NERAM.

The types of personal information we collect may include contact details such as the name, email, phone and mailing address of individuals. We may also collect ABNs, bank details and payment transactions.

For visitors to the NERAM website we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the site, page access times and referring website address. By your use of our website you consent to the collection, storage, use, and dissemination of your personal information in accordance with this Privacy Policy and as otherwise permitted under the *Privacy Act*.

All personal information that we collect is reasonably necessary for the purposes and operation of NERAM. These include:

- Keeping you informed of relevant upcoming exhibitions and events
- Improving our website and other services
- Processing payments for goods or services provided by NERAM

Disclosing personal information:

NERAM will use personal information internally to facilitate service provision, maintain and improve NERAM's products and performance or technical support.

NERAM may use personal information about you for the primary purpose of providing you with our services, and for which you would reasonable expect us to use that information for. This can include sending you information about new initiatives, new exhibitions, programs and special events. We may send this information via post, telephone or any form of electronic communication. We may use any email address or other personal information you provide to us at any time for this purpose.

We will share aggregated information with research partners for research purposes only but personal information such as contact details is never shared with any third party.

We will not disclose any confidential or secure information unless it is already in the public domain without express written consent. We will not disclose personal information externally unless we are required to protect our rights or property, or to avoid injury to any person, by law.

You can, at any time, opt out of receiving marketing material by contacting us. Once you opt out of receiving marketing material from us, you agree and acknowledge that this removal from our distribution lists may not take effect until after the next scheduled communication.

Storage of information:

NERAM will use all reasonable endeavours to keep your personal information in a secure environment. We will ensure the protection of personal information from misuse, loss, unauthorised access, modification and disclosure. If you reasonably believe that there has been unauthorised use or disclosure of your personal information, please contact us.

We will store information in secure databases, paper-based files or other record keeping methods as per statutory requirements for a prescribed period of time. We will destroy or de-identify information the organisation no longer requires.

External access to personal information

NERAM will provide any individual or organisation access to their personal information held by NERAM. If you request access to the personal information we hold about you, we will respond to your request within a reasonable period of time, and where reasonable and practicable, give access to the information in the manner you request. This will be subject to any exemptions allowed under the *Privacy Act*.

All reasonable steps are taken by us to ensure that your personal information held by is accurate, up-to-date, complete, relevant and not misleading. If you believe that any of your information is inaccurate, not up-to-date, incomplete, irrelevant or is misleading, please contact us and we will take all reasonable and appropriate steps to correct it within a reasonable time.

Contact details

The Privacy Officer
NERAM
PO Box 508
Armidale NSW 2350
office@neram.com.au