



E5 PRIVACY POLICY

Policy number	E5	Version	1
Drafted by	Sonya Shermann, Zenn Information	Approved by Board on	16 June 2025
Responsible person	Executive Director	Review	June 2027

Reference	Document
Attachment 1	Privacy Policy as stated on the UNAA website
E6	Information Policy

INTRODUCTION

The United Nations Association of Australia (UNAA) is a membership-based organisation whose mission is to inform, inspire and engage all Australians about the critical work, goals and values of the United Nations (UN) to create a safer, fairer and more sustainable world.

We are a national association incorporated in the ACT (ABN 47 836 436 168) and regulated by the Australian Charities and Not-for-profits Commission (ACNC). We are a proud member of the World Federation of United Nations Associations. Our members are UNAA Divisions in each state and territory (referred to as Member Divisions), UN Youth and UNAA Young Professionals, along with other national organisations we accept as members. Individuals and state-based organisations join UNAA through our Member Divisions and we refer to these individuals and organisations as UNAA Members.

Our vision is a future where the United Nations is more effective because more Australians are engaged global citizens, dedicated to achieving the purpose of the UN Charter and the Universal Declaration of Human Rights.

We achieve our mission and vision by engaging Australians at state, national and global levels in:

- innovative programs, projects and events
- awareness raising and education
- professional knowledge sharing, networking and training
- partnerships that promote and improve the UN
- research, policy development and advocacy.

To realise our mission through engagement with our stakeholders we handle personal information in relation to individuals associated with UNAA member organisations, directors of the UNAA national and state associations, volunteers, subscribers, donors, stakeholders and people who make enquiries and visit our website, consistent with your consent.

PURPOSE OF THE PRIVACY POLICY

UNAA is committed to providing quality services to you and this Privacy Policy (the Policy) outlines our ongoing obligations to you in respect of how we handle personal information.

The Policy sets out how we collect, use, disclose, store, protect and delete personal information with the consent of our members, directors, volunteers, subscribers and donors, and how we review our systems, processes and policies over time.

This Policy is:

- A policy of UNAA, and is adopted and amended only by a vote of the Board of Directors
- A policy applicable to Member Divisions for the purposes of clause 8.6(b) of the UNAA Constitution and the policy adopted by all Divisions of UNAA separate and apart from UNAA itself
- The Privacy Policy as recommended (though not required) by the ACNC.

PRIVACY POLICY SCOPE

This Policy applies to the handling of personal information by UNAA, our Member Divisions and networks – currently the Academic Network, Alumni Network, Status of Women Network, Parliamentary Friends of the UN, and our Climate Change Collaboration Network.

The Policy covers all personal information collected and used by the UNAA.

Personal information means information that (either in isolation or in combination with other information held by us) enables you to be identified as an individual or recognised directly or indirectly.

Examples of personal information include your name, phone number, email address, birthday, place of work, banking details and card information, device information and IP address, and pictures taken during events.

Sensitive information includes information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

PRIVACY POLICY STATEMENT

UNAA has adopted the [Australian Privacy Principles \(APPs\)](#) in the *Privacy Act 1988 (Cth)* and handles personal information according to the following policy positions and the **UNAA Website Privacy and Security Statement (Attachment 1).**

The Policy is aligned with the [UN Principles on Personal Data Protection and Privacy](#) issued by the [UN Privacy Policy Group](#).

In circumstances where the UNAA provides services under a government contract (either a Commonwealth contract or a State contract), the UNAA complies with the contract provisions for handling personal information associated with the contracted services.

This may include, but is not limited to, compliance with the:

- *Information Act 2002* (Northern Territory)
- *Information Privacy Act 2009* (Queensland)
- *Information Privacy Act 2014* (Australian Capital Territory)
- *Personal Information Protection Act 2004* (Tasmania)
- *Privacy Act 1988* (Commonwealth)
- *Privacy and Data Protection Act 2014* (Victoria)
- *Privacy and Personal Information Protection Act 1998* (New South Wales)
- *Privacy and Responsible Information Sharing Act 2024* (Western Australia).
- Cabinet Administrative Instruction 1/89, PC012 Information Privacy Principles (South Australia)

1. UNAA agrees, publishes, upholds and regularly reviews a national Privacy Policy to ensure an open, transparent and consistent approach to our handling of your personal information.
2. UNAA will collect your personal information only from you, where reasonable and practicable to do so. In some circumstances UNAA may receive information from third-parties. In such a case UNAA will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.
3. UNAA will explain to you why we are collecting personal information and how we plan to use it, where appropriate and where possible, at the time of collecting the information. Personal information is collected in many ways including by telephone, by email, via our website unaa.org.au, and from third parties. We don't guarantee website links or the policies of authorised third parties.
4. UNAA enables people to engage with us anonymously and through a pseudonym for the purposes of whistleblowing and general enquiries, and where anonymity or use of a pseudonym does not mask prohibited or illegal behaviour.
5. UNAA will not collect personal information unless the information is reasonably necessary for one or more of its functions or activities. If you do not wish us to hold this minimal information it may not be possible for us to offer the membership or services you seek.
6. UNAA uses your personal information for the primary purpose of providing our services to you, as described in the table below. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

Purpose	Information management	Consent
<p>Manage memberships, and discounts for merchandise and program tickets.</p>	<p>We collect and hold your name and date of entry and exit.</p> <p>Whilst you are a member we may hold your email address, postal address, class of membership and preferences as described by you to guide our communications with you and offer you discounts, and your bank details for membership renewals, program payments and refunds.</p>	<p>With your consent and consistent with the purpose of managing your membership, membership payments and membership experience within regulations.</p>
<p>Manage subscriptions.</p>	<p>We hold your name and email address in our mailing list and enable you to unsubscribe from our mailing list at any time. When you unsubscribe, we continue to hold your name and email address as unsubscribed to ensure your request is actioned.</p>	<p>This information is collected with your consent, and to operationalise your consent.</p>
<p>Enable participation in events, programs, campaigns, surveys and other initiatives consistent with our purpose.</p>	<p>We hold your name and email address, any program preferences, and where programs are fee for service may need to collect your bank details for payments and refunds.</p> <p>We may share this information with third-party providers subcontracted to our partnering with us to deliver an event within the terms of this Privacy Policy.</p>	<p>We only hold information with your consent, and for participants who are not members only for the period necessary to deliver the service and evaluation.</p> <p>Any third-party provider subcontractor or partner will be selected for alignment with our Privacy Policy and will assure that personal information will be held securely and only for the purposes and period necessary to fulfil the event.</p>

Purpose	Information management	Consent
Manage stakeholder relationships.	We collect and hold public and professional information – name, role, contact details to enable us to engage partners and fulfil our purpose with stakeholders across parliaments, research organisations, business organisations and community associations and organisations.	This is publicly accessible information or information provided by mutual consent where UNAA provides similar information for our responsible persons, with their consent.
Provide an optimum and secure website experience and to engage with you on social media.	We collect technical information such as your IP address, operating system or platform and your use of the site to secure our website, analyse our engagement and improve engagement and website experience.	We apply standard website and social media practice to secure our website and provide a good experience. We manage website cookies on an opt in basis, so that you can limit or expand the browser data we capture.
Receive and recognise the donations.	We collect and process personal and banking information to enable you to make and direct donations, to acknowledge your donations and to provide you with a tax-deductible receipt.	We collect minimal information necessary with your consent to enable the sustainability of our charity.
Sell merchandise.	We collect and process personal and banking information to enable you to purchase and receive and return merchandise with a receipt.	We collect minimal information necessary with your consent to enable the successful sale of merchandise that contributes to our revenue and enable you to promote our common cause.

Purpose	Information management	Consent
Manage the operation of boards, committees, advisory groups and working parties.	We collect name, address, email address, contact phone number, date of appointment and exit, and any communication channel preferences to coordinate your participation with you.	The information we collect and share with ACNC is guided by regulation, and is done with your consent.
Understand your profile and preferences to ensure you receive an optimum experience, and our strategies, programs and services meet your needs.	We offer the opportunity for members and participants to nominate preferences to guide our communication and your access to events.	This is by consent, and where possible, able to be managed directly by the member.
Comply with regulations, ensure the safety of our community and protect our interests and rights.	We will supply personal information as required under regulation to protect our organisation, community and the public from fraud, harassment and abuse and to protect our rights.	We will follow the appropriate regulation and guidance to determine if and how you will be informed when we are required to share your personal information to comply with the law and ensure the safety of our community and to protect our interests and rights.

7. UNAA does not collect sensitive information about an individual unless:
 - the individual has consented; or
 - the collection is required by law; or
 - the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual.
8. UNAA will only use sensitive information:
 - for the primary purpose for which it was obtained
 - for a secondary purpose that is directly related to the primary purpose
 - with your consent; or where required or authorised by law.
9. Personal information that relates to an individual UNAA member, director, network member or subscriber is used by National office, networks and Member Divisions, with your consent. You may opt into and unsubscribe from any or all UNAA communications.
10. UNAA will provide you with information and opportunities from our partner organisations through our communications, and occasionally enable you to opt in to receive information from partners by consenting to the privacy policies on their platforms.

11. UNAA does not sell personal information. UNAA may disclose personal information in a number of circumstances including:
 - to third parties where you consent to the use or disclosure
 - where required or authorised by law.
12. UNAA will not disclose personal information about an individual to a recipient who is outside Australia (or an external Territory) unless UNAA is reasonably sure that the recipient will uphold the APPs and any other relevant legal requirements in relation to the information.
13. UNAA takes reasonable steps to destroy or permanently de-identify your personal information when it is no longer needed for the purpose for which it was obtained.
 - When you conclude your membership, we hold your name, entry and exit dates as required by law; and delete any contact or other personal information.
 - To effectively manage consents within our integrated membership and newsletter systems, we may hold your name or email address as 'unsubscribed' to ensure your preferences are respected.
14. UNAA stores your personal information in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. We maintain fit-for-purpose commercial software applications and data bases and work with industry-recognised third-party service providers.
 - Payment service providers must comply with the Payment Card Industry Data Security Standard (PCI DSS).
 - Processes for joining, renewing, subscribing, purchasing and donating are largely automated.
 - Systems access is restricted to authorised roles working with approved UNAA credentials.
15. Current UNAA applications are described in the table below with links to their Privacy Policies.

TidyHQ	<p>Used to manage our member information collected through our website and professional contact information for our stakeholders.</p> <p>We have a single, segmented instance of Tidy HQ that aligns with our federated structure and control of members' information is in the hands of divisions.</p> <p>Some divisions offer members access to Tidy HQ to manage their own information, profile and preferences.</p> <p>Access to view data is limited and controlled within TidyHQ by authorised roles at two levels:</p> <p>Member Division – the primary level – has access to all member information in that Division, and contact and relationship information for local subscribers, donors and stakeholders</p> <p>National – the secondary level has access to limited member information - name, email address, membership class, and consent to opt in to national and network communications, along with contact and relationship information for national subscribers, donors and stakeholders.</p>
Mailchimp	A subscription-based mailing list for the national newsletter and our networks and receives updates from Tidy HQ based on member preferences to receive national communications.
Stripe	Online payment verification system which we use to ensure security of all online payments to us and to protect against fraudulent transactions.
GiveWP	To manage donations, donation forms, data and reporting.
Humanitix	To collect registration for events and payments for ticketed events.
WordPress	Our website platform.
Google suite	For file management including registers and records including agreements with volunteers and sponsors.

16. UNAA recognises your rights to see the personal information we hold, correct that information, request your information be deleted from our records if permitted, unsubscribe from our mailing list, and to complain to our board or an external entity if these rights are not upheld. We are working to implement systems that enable our members to access and manage their own information.

National networks and communications subscribers are able to opt into or unsubscribe from National office and network communications. This is managed by the National office. Subscribers are able to opt into or unsubscribe from national and network communications at any time.

Membership is managed by Member Divisions. UNAA Members are able to contact their Division to understand what personal information is held, to change what information is held, and to ask for information to be deleted at any time. Progressively Member Divisions will enable UNAA Members to manage their personal information and preferences with a password protected account.

National Volunteers provide personal information by consent to enable us to manage our working relationship. National Volunteers have access to review, renew and delete

any information that we are not required to hold under our Volunteer Management Policy, at any time.

Donors are able to direct their donation to National office or a Member Division or network and to opt in to or unsubscribe from national, Member Division, or network communications.

Responsible Persons, such as directors and others involved in our governance arrangements, provide personal information by consent and can review and renew that information at any time. Some information for Responsible Persons is required to be kept and provided to ACNC by regulation, and we will continue to hold that information and share it as required by regulation.

ACCESS TO YOUR PERSONAL INFORMATION

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If we refuse access, UNAA will provide you with a written notice that sets out the reasons and explains what to do if you wish to raise a complaint.

UNAA does not charge any fee for your access request, but may charge an administrative fee for providing a copy of your personal information.

In order to protect your personal information we may require identification from you before releasing the requested information.

If you wish to access your personal information, please contact please contact us at: admin@unaa.org.au

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

PRIVACY POLICY UPDATES

This Policy may change from time to time, as approved by the Board. It will be made available:

- on the UNAA website
- to all participants in UNAA events before and after registration for the event, and
- at all UNAA events.

UNAA will provide a copy of this Policy to any individual upon request.

PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about this Policy, please contact us at:

National Office

admin@unaa.org.au

You may also contact your local Division Office.

ACT PO Box 3909 MANUKA, ACT, 2603 act@unaa.org.au	NSW PO Box K229 Haymarket, NSW 1240 nsw@unaa.org.au	NT PO Box 713 Nightcliff, NT 0814 0455 174 963 nt@unaa.org.au
QLD EcoCentre, Griffith University Nathan Campus Brisbane, QLD 4111 (07) 3735 3525 gld@unaa.org.au	SA 57/81 Carrington Street Adelaide, SA 5000 (08) 8223 2420 sa@unaa.org.au	TAS tasyp@unaa.org.au
VIC GPO Box 45 Melbourne, VIC 3001 office@unaavictoria.org.au	WA P O Box 3534 East Perth, WA 6892 (08) 9467 4050 office@unaa-wa.org.au	

Attachment 1

UNAA Website Privacy and Security Statement

Definitions

government contract means a Commonwealth contract or a State contract.

Commonwealth contract means a contract, to which the Commonwealth or an agency, as defined in the *Privacy Act 1988*, is or was a party, under which services are to be, or were to be, provided to an agency.

State contract means a contract, to which a State or Territory or State or Territory authority, as defined in the *Privacy Act 1988*, is or was a party, under which services are to be, or were to be, provided to a State or Territory authority.

ATTACHMENT 1 UNAA WEBSITE PRIVACY AND SECURITY STATEMENT

UNAA Website Privacy and Security Statement

The United Nations Association of Australia is dedicated to keeping your details private. Any information we collect in relation to you is kept strictly secured. We do not pass on, sell or swap any of your personal details with anyone. We use this information to identify your membership, orders, provide you with our newsletter (if applicable) and to personalise your experience with us. We may use cookies to allow you to login to your account and maintain a shopping cart. Cookies sent to your computer from us only last while you're browsing our website. We do not store persistent cookies on your computer.

Whenever you use our web site, or any other web site, the computer on which the web pages are stored (the Web server) needs to know the network address of your computer so that it can send the requested web pages to your Internet browser. The unique network address of your computer is called its "IP address," and is sent automatically each time you access any Internet site. From a computer's IP address, it is possible to determine the general geographic location of that computer but otherwise it is anonymous.

We do not keep a record of the IP addresses from which users access our site except where you have specifically provided us with information about yourself, in which case we may also record your IP address for security purposes. An example of this would be when proceeding to a checkout to finalise an order you may wish to make. After completing the form provided, your IP address may be stored along with a transaction number that allows us to track your order.

When purchasing from United Nations Association of Australia your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is the current industry standard.

If you have any questions regarding our Security Policy, please contact us via admin@unaa.org.au

You can access our **Privacy Policy** via <https://www.unaa.org.au/wp-content/uploads/2026/05/E5-Privacy-Policy-2025.pdf>

Definitions

Cookies – cookies are a small piece of data that is stored on the user's computer by their web browser, sent by a visited website. Cookies are used to store information about a user's use of a website for when they return, and include remembering user login information, and allowing websites to track browsing traffic to their website.

Encryption – Encryption is the process of applying mathematical algorithms to outbound information from a computer based on a cipher key to scramble the content of the outbound information. Encryption is a very complex process that can only be cracked by an outside entity if the encryption key is known. Encryption allows information to be passed securely between a computer and a server, and is virtually impossible to decrypt without the encryption key.

IP Address – an IP address is an electronic address that is specific to your network, and essentially attaches a general geographical location to your computer.

Server – a server is a physical or electronic system that stores information to be recalled. Generally, servers are protected through end-to-end encryption (computer to server encryption) but it is dependent on the encryption method required for the type of information being transferred.