

Privacy Policy

Queensland Arboricultural Association Inc.

1. Introduction

Queensland Arboricultural Association Inc (QAA) ("we," "us," or "our") is committed to protecting the privacy of our members, sponsors, event participants, and stakeholders. This policy outlines how we collect, use, disclose, and store personal information in accordance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. What Information We Collect

We may collect the following types of personal information:

- Name, address, email, and phone number
- Membership details and payment history
- Professional qualifications, employment details, or business information
- Event participation records
- Any other information voluntarily provided through our website, surveys, or communications

3. How We Collect Information

We collect personal information through:

- Membership applications and renewals
- Event registrations, sponsorships, and training program enrolments
- Website contact forms and social media interactions
- Surveys, feedback forms, and communications with our team

4. How We Use Personal Information

We use personal information for purposes including:

- Managing memberships and providing member benefits
- Communicating about events, training, and industry updates
- Processing payments and issuing invoices
- Complying with legal obligations
- Conducting surveys and improving our services

We do **not** sell or share personal information for marketing purposes without consent.

5. Disclosure of Information

We may disclose personal information:

- To service providers assisting in association operations (e.g., payment processors, IT support)
- To regulatory bodies when legally required
- With consent, for industry collaboration or networking purposes

We take reasonable steps to ensure third parties adhere to privacy obligations.

6. Data Storage & Security

We store personal information securely using [e.g., cloud-based systems, secure databases]. We implement safeguards to prevent unauthorised access, loss, misuse, or disclosure.

7. Access & Correction of Information

Members may request access to or correction of their personal information by contacting us at office@qaa.net.au. We will respond within a reasonable timeframe.

8. Website & Cookies

Our website may use cookies to enhance user experience. Users can manage cookie preferences through their browser settings.

9. Changes to This Policy

We may update this policy periodically. Members will be notified of significant changes via email or our website.

10. Contact Us

For privacy-related inquiries, please contact:

Queensland Arboricultural Association Inc

Email: office@qaa.net.au

Phone: 07 3821 1488 or 0480 704 967

Address: 26-40 Delancey Street, Cleveland QLD 4163