

Privacy Policy Statement

High Ideals Pty Ltd is committed and dedicated to your privacy. We collect personal information for the purpose of establishing and maintaining membership records, including your membership application details and supporting documents, and other relevant information solely related to your membership and activity with High Ideals. The information we collect is primarily for the purpose of contacting you about High Ideals related activities, information, events and opportunities. We never share your details with any third party. The information you supply on the High Ideals website is controlled by you and what you want visitors to the site, both High Ideals members and the general public to see, is entirely your choice and responsibility. We do securely store the financial information you have provided for the payment of your membership and other services from time to time such as events admission. We collect no other financial or sensitive information. We consider your privacy a top priority and therefore we maintain and continuously improve our systems and practices to ensure your information is always secure and only accessible by authorised parties including yourself. All of our team are individually committed to your privacy as well. Quality controls are in place at all levels of our organisation with that in mind. If you have any questions, comments or ideals on how we can improve our services, particularly in terms of privacy, we welcome them and you have our further commitment to respond to you in a timely manner. Our Privacy Officer is Noel Posus and can be contacted via email.

What Information We Collect

We collect such personal information as name, phone numbers, physical and email addresses, referee information, websites and dates of engagement between you and High Ideals. When it is provided for the purpose of payment of services of any kind, some financial information is retained for processing the payment and as a record or receipt of payments made, such as would be found on our bank statements and computer systems. Financial information is not stored anywhere else and is not collected for any other reason. Additionally, we maintain interview notes from your application interview and from the interviews with your referees, for a period of one year from those interviews.

This information is used to enable us to maintain appropriate membership records and to facilitate communication with you as would be reasonable and practicable to expect from the membership relationship we have with you.

How Your Information is Collected

The personal information we collect comes directly from you, our members. It is provided to us through our website in the application process and member profile set up, as well as through the membership application interview process.

We do not buy lists or receive information from any other source than from you directly including the referees you supply to us.

The quality and accuracy of the data we collect is based on the information you provide to us. It is complemented by our in-house processes on data capture and document control, including our Assessment Process. Additionally, we maintain Quality Assurance practices which include

internal regular quality audits of all systems, including privacy and member information, for the purpose of ensuring continuous improvement in our service and consistent quality overall.

High Ideals take every reasonable step to ensure we have captured the information correctly. We are happy to amend the information at any time as required or requested by you, as appropriate.

Who Your Information is Share With

All personal information we collect remains entirely within the High Ideals secure systems. High ideals will only provide access to member related information internally to authorised staff for the purpose of continuously improving and maintaining our secure systems. All personnel, including subcontracted technical support for our systems, have signed relevant contracts which include adherence requirements to our quality and privacy systems. Your information is not shared with any other individual, institution or organisation, nationally or internationally, at any time without your expressed written permission, other than were permitted or required by law.

The management team of High Ideals does review member and general public feedback regarding our members in both member-identifying and anonymous formats. This is done for the purpose of management responsibility in strategy, quality management systems, customer satisfaction and our commitment to our corporate values and operating principles, and delivering a quality service.

How Your Information is Stored

Your personal information is stored securely to protect your personal information from loss, misuse, unauthorised access, modification or disclosure. High Ideals has implemented technology and security policies, rules and measures to protect the personal information we have under our control from: unauthorised access, improper use, alteration, unlawful or accidental destruction and accidental loss. We will remove personal information from our systems where it is no longer required (except where archiving is required).

In reference to our website, it is important to comment on the existence of cookies. Cookies are data that is sent by a website each time the user visits the website. A cookie can contain data such as the parts of a website a user has visited or the duration of a user's visit to the website. The High Ideals website does use cookies. It is recommended that users set their browser to identify the presence of cookies and to give them the option of accepting or rejecting them. This privacy principle does not extend beyond the High Ideals website.

When linking to other sides from the High Ideals website, we also recommend you read the privacy statement or policy of that site to familiarise yourself with its privacy principle.

Who Has Access to your Information

Only authorised team members of High Ideals or other authorised personnel (such as our technical support team) have access to your personal information, and only for activities related to the primary purpose of collection.

You also have the right to access your personal information held by us, as well as to request a copy of that information and to amend it.

Should you wish to have access to this information, please contact the High Ideals Privacy Officer at the email address listed in the How To Contact the High Ideals Privacy Officer section further in this policy document.

Anonymity

All members and other users of High Ideals have the right to remain anonymous in their relationship with us where it is practicable to do so. For members, anonymity makes it very difficult to award membership due to the nature of the organisation and its purpose. For the general public who wish to raise complaints or provide other feedback about any existing High Ideals member, anonymity is far more easy and practicable to arrange. For more detailed information on this, please contact the High Ideals Privacy Officer.

Sensitive Information

High Ideals does not seek to collect any sensitive information from our members or other users, however from time to time members do share sensitive information with us at their own discretion during the course of the member application interview.

This sensitive information, as with all information our members share with us, is held in the strictest confidence by all of our staff who may have access to that information. Our security measures protect you from any unauthorised access or use of this information.

How to Contact the High Ideals Privacy Officer

High Ideals maintains the role of Privacy Officer as a responsibility of one of the Directors. Should you have any queries, requests, comment or complaint, you may contact the Privacy Officer – Noel Posus via email noel.posus@high-ideals.com.au.