

# Privacy Policy

## Strata Community Association (Qld)

Effective date: 27 March 2026

In this Privacy Policy, "**SCAQ**", "**we**", "**our**" and "**us**" means **Strata Community Association (Qld)** and, where relevant, includes our **affiliated and national service providers** engaged to support the delivery of our programs, systems and operations. "**Services**" means our membership services, events, education, accreditation, advocacy, communications, resources, professional standards activities and related offerings. SCAQ provides membership, education, accreditation, advocacy, resources and industry engagement services in Queensland.

### 1. Our commitment to privacy

We are committed to handling personal information in accordance with the **Privacy Act 1988 (Cth)**, including the **Australian Privacy Principles**, and other applicable laws. We only collect, use and disclose personal information where reasonably necessary for our functions and activities.

By engaging with us, applying for membership, attending an event, using our website, subscribing to our communications or otherwise providing your information to us, you consent to the handling of your information in accordance with this Privacy Policy.

### 2. What information we collect

We may collect personal information including:

- name, postal address, email address and phone number;
- employer, business name, work address and role;
- membership and account details;
- accreditation, education, CPD, ethics and professional standards records;
- event, webinar and course registration and attendance details;
- payment and transaction information;
- survey responses, enquiries, complaints and correspondence;
- information relevant to committee participation, volunteering or governance roles;
- directory listing information where you choose to participate in a member directory;
- website, browser, device, IP address and usage information; and
- other information reasonably required to provide Services or carry out our functions.

We may collect this information directly from you, from third parties you authorise, from affiliated or national service providers supporting SCAQ, and from publicly available sources where appropriate.

### 3. How we collect information

We collect information when you:

- apply for or renew membership;
- register for events, courses, webinars or programs;
- complete forms, surveys, accreditation applications or expressions of interest;
- contact us by phone, email, online or in person;
- participate in committees, working groups, consultations or forums;
- subscribe to news, alerts or marketing communications;
- use our website, platforms or systems; or
- otherwise interact with SCAQ.

Our website may use cookies and similar technologies to support site functionality, analytics, communications and marketing. You may disable cookies through your browser settings, although some website features may not function properly.

### 4. How we use information

We may use your information to:

- provide and administer our Services;
- assess and manage membership applications and renewals;
- deliver events, webinars, education, accreditation and CPD programs;
- maintain ethics, professional standards, accreditation, complaints-handling and disciplinary records where relevant;
- communicate with you about membership, events, advocacy, education, standards and sector updates;
- respond to enquiries, requests and complaints;
- process payments and maintain financial records;
- manage committees, governance processes and stakeholder engagement;
- improve our Services, website, systems and communications;
- coordinate services with affiliated or national service providers; and
- comply with legal, regulatory, governance and record-keeping obligations.

We may also send you direct marketing about Services, events, education, initiatives and opportunities that may be relevant to you. You may opt out at any time using the unsubscribe link in our emails or by contacting us directly.

### 5. Photography, filming and event participation

We may photograph or film SCAQ events, programs and activities for promotional, educational, reporting and archival purposes. By attending an SCAQ event or activity, you acknowledge that your image, voice or likeness may be captured and used by SCAQ and, where relevant, our affiliated or national service providers, unless you advise us otherwise or we state that separate consent will be obtained.

Where you register for an event, webinar, course or program, we may share limited attendee details, such as your name, organisation and role, with presenters, venue operators, event partners or other attendees where reasonably necessary for administration, security, networking or delivery of the event.

## 6. Member directories and public listings

If your membership includes or enables participation in an SCAQ member directory or public listing, we may publish business or professional contact details that you provide for that purpose. We will only use directory information in a manner consistent with the purpose of the directory and our legitimate association activities.

## 7. Disclosure of information

We may disclose your information:

- where you have consented;
- where reasonably necessary to provide Services to you;
- to our Board, committees, contractors, presenters, facilitators, assessors and advisers;
- to affiliated or national service providers supporting membership, events, education, communications, governance, systems or operations;
- to payment processors, banks and other financial service providers;
- to website hosts, CRM providers, database providers, cloud storage providers, analytics providers, email platforms and other technology vendors;
- to venues, co-hosts, sponsors or event partners where reasonably necessary for event delivery;
- to regulators, government agencies, courts, tribunals or law enforcement bodies where required or authorised by law;
- where reasonably necessary to investigate suspected unlawful conduct, misconduct or policy breaches; or
- where otherwise permitted or required by law.

Some third-party providers may store or process information outside Australia. We take reasonable steps to ensure that providers handling personal information on our behalf do so appropriately.

We do **not** sell or rent personal information to third parties for commercial purposes.

## 8. Website analytics and third-party platforms

We may use third-party service providers and platforms to support our website, email communications, analytics, registrations, payments, customer relationship management, education delivery and digital marketing. These providers may collect or process technical and usage data on our behalf.

Where we use analytics, cookies, tags or similar technologies, we do so to understand engagement, improve user experience, administer Services and support relevant communications.

## 9. Access and correction

You may request access to personal information we hold about you, and you may ask us to correct information that is inaccurate, incomplete, out of date, irrelevant or misleading.

We will respond within a reasonable time. In some circumstances, we may refuse access where permitted by law. If so, we will provide reasons where required.

## 10. Security and retention

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. These steps may include physical, administrative and technical safeguards.

No method of transmission or storage is completely secure. While we take reasonable precautions, we cannot guarantee absolute security.

We will retain personal information only for as long as reasonably necessary for the purpose for which it was collected, or as required for legal, regulatory, governance, financial, accreditation, ethics, disciplinary, complaints-handling or record-keeping purposes. We will then take reasonable steps to destroy or de-identify it.

## 11. Complaints and contact details

If you have a question about this Privacy Policy, would like to access or correct your information, or wish to make a privacy complaint, please contact:

### **General Manager**

### **Strata Community Association (Qld)**

Level 6, 243 Edward Street, Brisbane QLD 4000

Phone: (07) 3839 3011

Email: [admin.qld@strata.community](mailto:admin.qld@strata.community)

We will respond as soon as reasonably practicable.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner**.

## 12. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in law, technology, operations or association practice. The current version will be published on our website.