

In this policy, "us", "we", "our" or "CCAA" means Cement Concrete & Aggregates Australia ABN 34 000 020 486. This website, [www.ccaa.com.au](http://www.ccaa.com.au), ("Website") and associated applications for mobile devices ("Apps") are the property of CCAA.

This policy sets out how CCAA uses your personal information and explains:

- what is personal information
- what personal information we collect and hold
- how we collect, hold, use or disclose personal information
- the purposes for which we collect personal information
- how to seek access to and correct your personal information
- how to contact us regarding your personal information

We are bound by the National Privacy Principles contained in the Commonwealth Privacy Act. We may, from time to time, review and update this privacy policy statement to take account of new laws and technology and changes to our operations. This privacy policy was last updated in February 2016 and any updated versions of this privacy policy will be posted here. All personal information held by us will be governed by this, our most recent policy.

### **What Is Personal Information**

In general terms, "personal information" is any information that we collect that can be used to personally identify you or you are reasonably identifiable from it.

### **What Personal Information Do We Collect And Hold**

We may collect the following types of personal information:

- name
- contact details (mailing or street address, email address, telephone number)
- age or birth date
- profession, occupation or job title
- details of the courses, events and publications you have purchased or obtained from us or which you have enquired about, together with any additional information necessary to deliver those courses, events and publications
- any additional information relating to you that you provide to us directly or indirectly through our Website, our Apps or to our staff
- financial information (including credit cards)
- computer cookies. In some cases we may also collect your personal information through the use of cookies. When you access our Website, we may send a small summary file containing a unique ID number, to your computer. This enables us to recognise your computer and keep track of items that you view. We also use cookies to determine which areas of our Website have been visited and to research our users' habits so that we can improve our Website. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them.

## How We Collect Personal Information

We collect your personal information from you, including:

- through your access and use of our Website and Apps
- through someone else who has provided us with your information (e.g. another person in your organisation)
- during conversations between you and our staff
- when you complete a course/event registration or request a publication

We may also collect personal information from third parties including:

- mailing lists
- contractors and business partners

## Why We Collect, Hold, Use And Disclose Personal Information

The primary purpose for which we collect information about you is to enable us to perform our business activities and functions and to provide best possible quality of customer service. We collect, hold, use and disclose your personal information for the following purposes:

- to provide you with information about (including direct marketing) and access to courses, events, publications and services
- to communicate with you including by email, mail or telephone
- to provide you with access to protected areas of our Website
- to verify your identity
- for our administrative, marketing, promotional, planning, quality control and research purposes
- to investigate any complaints about or made by you, or if we have reason to suspect that you are in breach of any of our terms and conditions
- as required or permitted by any law (including the Privacy Act)

Your personal information will not be shared, disclosed other than as described in this Privacy Policy.

## How We Disclose Your Personal Information

We may disclose your personal information to:

- our employees, contractors or external service providers for the operation of our Website, Apps or our business, fulfilling requests by you, and otherwise provide products and services to you
- specific third parties authorised by you to receive information held by us
- as required or permitted by any law (including the Privacy Act).

## Accessing and Correcting Your Personal Information

At any time, you may opt-out of receiving marketing communications from us by contacting us (details below) or by using the opt-out facilities provided (e.g. an unsubscribe link), or by updating your personal details via our Member Login on this Website. We do not provide your personal information to other organisations for the purposes of direct marketing.

You may request access to any personal information we hold about you at any time by contacting us (details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). If you make an access request, we will ask you to verify your identity.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend or delete it.

If you receive communications from us that you believe have been sent to you other than in accordance with this policy, or in breach of any law, please contact us using the details provided below.

### **Complaints and Queries Regarding Personal Information**

In the event that you have a question, concern or complaint regarding the way in which we handle your personal information, you should contact our Privacy Officer direct at:

Cement Concrete and Aggregates Australia  
Level 10, 163-175 O'Riordan Street  
Mascot NSW 2020  
t: (02) 9667 8300  
f: (02) 9693 5234  
e: [info@ccaa.com.au](mailto:info@ccaa.com.au)

### **Security**

We will take all reasonable steps to protect the personal information that we hold from misuse, loss, or unauthorised access, including by means of firewalls, password access, secure servers and encryption of credit card transactions.

If you suspect any misuse or loss of, or unauthorised access to, your personal information, please let us know immediately.

### **Links**

Our Website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.