

API Leisure & Lifestyle Privacy Policy

API values the privacy of your personal information. This privacy policy advises you how API collects and uses information.

API has over 100 years' experience in enhancing the quality of life of its members and customers. API has always strived to protect our members' and customers' privacy and individual rights.

This document is a public document. It is publicised on our websites. It will be made available to anyone upon request.

1. Compliance with the Australian Privacy Principles

API is bound by the Australian Privacy Principles (APPs) under the Privacy Act 1988 with respect to collection, use and disclosure of personal information.

API will deal with inquiries or complaints from individuals about the company's compliance with the Australian Privacy Principles in accordance with this policy.

2. Personal Information Privacy Principle

API aims to manage personal information in an open and transparent way.

2.1 Australian Privacy Principle — Anonymity and Pseudonymity

In order for some transactions to occur, it will be necessary for you to identify yourself. You do not have to identify yourself if you don't wish to, however we may be limited just to answering questions of a general nature if you elect not to identify yourself or use a pseudonym.

If you establish the information API holds is not accurate or in-complete API will correct the information as requested.

2.2 Means of collection

API will only collect personal information in order to assist in providing services to the member or customer and to ensure accuracy for the purpose intended. We collect information in various ways, including: over the phone, in person, over the internet, online forms, cookies, surveys, emails and in writing.

3. Collection of Solicited Personal Information

API will not collect sensitive information such as racial or ethnic origin, religion, health issues, disabilities etc about an individual without consent, or unless it is required by law, or in other special circumstances such as those relating to health services provision.

API will not collect other personal information unless the information is reasonably necessary for one or more of the company's functions or activities.

API will use or disclose information only for the primary purpose for which it was provided unless the person has consented or if the secondary purpose is related to the primary purpose and a person would reasonably expect such use or disclosure. Information may be disclosed in circumstances relating to the public interest such as law enforcement and public or individual

health and safety.

4. Dealing with unsolicited personal information

API will, within a reasonable period after receiving the individual information, determine whether or not it could have collected the information under Australian Privacy Principle 3 if API had solicited the information. If API determines that it could not have collected the personal information; and the information is not contained in a Commonwealth record; then it will, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

5. Notification of the collection of personal information

At or before the time or, if that is not practicable, as soon as practicable after, API collects personal information about an individual, API will advise the individual that it has obtained personal information and for the purpose it will serve.

6. Use or disclosure of personal information

If API holds personal information in electronic and paper copy. We take reasonable security measures including firewalls and secure login procedures. API will not use or disclose the information for another purpose unless the individual has consented to the use or disclosure of the information; or if the information is sensitive information — directly related to the primary purpose.

7. Marketing

API retains personal information about members and customers. API will not use or disclose the information for the purpose of direct marketing, unless, API collected the information from the individual; and the individual would reasonably expect the organisation to use or disclose the information for that purpose; and the organisation provides a simple means by which the individual may easily request not to receive direct marketing communications from the organisation; and the individual has not made such a request to the organisation.

API may use or disclose personal information for the purpose of direct marketing if: the organisation is a contracted service provider for a Commonwealth contract; and the organisation collected the information for the purpose of meeting (directly or indirectly) an obligation under the contract; and the use or disclosure is necessary to meet (directly or indirectly) such an obligation. An individual may request to not receive direct marketing communications.

8. Cross-border disclosure of personal information

API retains all data within Australia, other than that described in Google Analytics below. However, if there was a circumstance for information to be provided to an overseas provider then API will take all such reasonable steps to ensure that the overseas provider does not breach the Australia Privacy Principles in relation to the information.

9. Adoption, use or disclosure of government related identifiers

API will not adopt a government related identifier of an individual as its own identifier of the individual.

10. Quality of personal information

API may take reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete.

11. Security of personal information

API will take all precautions to protect the personal information we hold from misuse and loss and from unauthorised modification or disclosure. We further undertake to ensure that the archiving, destruction and removal of identification from obsolete records will be attended by a secure means.

12. Access to personal information

API will provide an individual with access to the personal information we hold about that individual, on request, in the prescribed timeframes.

13. Correction of personal information

API may take reasonable steps to ensure the personal information we use or discloses is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant.

Clickstream data

Clickstreams are the paths a user takes when navigating a website and the internet in general. When you visit an API website, including APILifestyle.com.au and joinapi.com.au, our servers may record the following information for statistical purposes:

- the users' IP address and machine name
- the time and date of the visit to the site
- the location details of the user's device, such as city, region, country, latitude and longitude
- the domain name
- the pages visited and downloaded documents
- type of browser used
- search terms employed
- previous site of page visited
- number of bytes transmitted and received

Cookies

A cookie is a short piece of data which is sent from a web browser on the user's machine when the browser visits the server's site. The cookie is stored on the user's machine. However, it is not an executable program and cannot do anything to the machine. When the web browser requests a file from the same web server that sent the cookie, the browser sends a copy of that cookie back along with the request. In this way, the server knows you have visited previously and can co-ordinate your access to different pages on its website. A server cannot find out a name or email address, or anything about a user's computer, by using cookies. Cookies are essential in providing a seamless access to some online databases. Cookie information is not stored or collected by API.

Google Analytics

In addition to webserver logs, we use Google Analytics, a web analytics service provided by Google Inc. (Google). Reports obtained from Google Analytics are used to help improve the efficiency and usability of API's websites.

Google Analytics uses first-party cookies and JavaScript code to gather statistics about how the website is accessed. It anonymously tracks how visitors interact with this website, including

where they came from, what they did on the site. The information generated by the cookie and JavaScript code about your use of the website will be transmitted to and stored by Google on servers outside Australia. Google is based in the United States of America.

Google will use this information for the purpose of evaluating your use of API's websites, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

By using this website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy and purposes set out above. Relevant legislation of the USA will apply. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript or use the opt-out service provided by Google.

Social Media

When you use API's social media pages, you are using an external site and are therefore bound by the privacy principles of that site. We encourage you to review the privacy principles of that site. API is not responsible for any views expressed by third parties using that site.

Contact us

If you have a query on how your personal information is collected or used, or any other query relating to API's Privacy Policy, please call the Customer Service Centre on **1300 653 322**, 9am to 5pm EST, Monday to Friday.