

West Ryde Chamber of Commerce Privacy Policy and Terms of Use

Effective Date: 13th April 2026

Part A – Privacy Policy

1. About this Policy

West Ryde Chamber of Commerce (we, us or our) is committed to protecting the privacy of personal information.

This Privacy Policy explains how we collect, hold, use and disclose personal information in connection with:

- our website;
- membership services;
- events, programs and activities; and
- related services.

We manage personal information in accordance with:

- the Privacy Act 1988 (Cth);
- the Australian Privacy Principles (APPs); and
- the Spam Act 2003 (Cth).

2. What is Personal Information

Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable.

Sensitive information includes information such as health information, racial or ethnic origin, political opinions, religious beliefs or criminal records.

We only collect sensitive information where reasonably necessary and permitted by law.

3. What Personal Information We Collect

We may collect:

Identity and Contact Details

- name
- business name and position
- address
- email and phone number

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Membership and Business Information

- business details and ABN
- membership status and participation

Financial Information

- billing details and payment records
(payment card details are handled by secure third-party providers)

Communications

- enquiries and correspondence
- preferences for communications

Website and Technical Information

- IP address
- browser and device information
- usage data and cookies

Other Information

- information you provide through forms, surveys or registrations

4. How We Collect Personal Information

We collect personal information:

- directly from you;
- through our website and digital services;
- from service providers (e.g. event platforms, payment processors);
- from publicly available sources where appropriate.

If you provide personal information about another person, you must have their consent.

5. Why We Collect and Use Personal Information

We collect and use personal information for purposes including:

- administering memberships;
- providing services, events and programs;
- processing payments and maintaining records;

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- communicating with you;
- marketing and promotions (with opt-out);
- improving our services and website;
- complying with legal obligations.

We will not use or disclose personal information for unrelated purposes unless permitted by law.

6. Direct Marketing

We may send you communications about our services, events and opportunities.

You may opt out at any time using the unsubscribe function or by contacting us.

7. Disclosure of Personal Information

We may disclose personal information to:

- service providers (IT, events, payment systems);
- professional advisers;
- event partners and venues;
- affiliated or partner organisations where reasonably necessary;
- government or regulatory bodies where required by law.

We take reasonable steps to ensure third parties handle personal information appropriately.

8. Overseas Disclosure

Some service providers may be located overseas.

Where this occurs, we take reasonable steps to ensure that overseas recipients handle personal information in accordance with the Australian Privacy Principles or comparable protections.

9. Cookies and Analytics

We use cookies and similar technologies to:

- operate and improve our website;
- analyse usage and performance;
- enhance user experience.

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You can manage cookies through your browser settings.

10. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access.

These measures include:

- secure systems and servers;
- access controls;
- encryption where appropriate.

11. Data Retention

We retain personal information only as long as necessary for its purpose or as required by law.

We will take reasonable steps to destroy or de-identify information when no longer required.

12. Data Breaches

If a data breach is likely to result in serious harm, we will comply with the Notifiable Data Breaches scheme.

13. Access and Correction

You may request access to or correction of your personal information by contacting us.

We will respond within a reasonable timeframe and may refuse access only where permitted by law.

14. Anonymity

Where practicable, you may interact with us anonymously or using a pseudonym.

However, this may limit the services we can provide.

15. Complaints

If you have a complaint, please contact us.

If you are not satisfied, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

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16. Third-Party Websites

Our website may contain links to third-party sites. We are not responsible for their privacy practices.

17. Changes to this Policy

We may update this Privacy Policy from time to time. The latest version will be available on our website.

18. Contact

West Ryde Chamber of Commerce

Email: info@westrydechamber.com.au

Address: Po Box 322 West Ryde NSW 1685

Part B – Terms of Use

19. Acceptance of Terms

By accessing or using our website or services, you agree to these Terms of Use.

20. Use of Website and Services

You agree that you will:

- provide accurate and lawful information;
- not infringe any third-party rights;
- not upload harmful or unlawful content;
- not interfere with the operation or security of our systems.

21. Membership and Services

Access to certain services may require membership.

Membership is governed by a separate Membership Policy.

22. Intellectual Property

All content on our website (including text, graphics and materials) is owned by or licensed to us.

You may use content for personal or internal business purposes only.

You must not reproduce or distribute content without permission.

23. Third-Party Links

Our website may contain links to external websites.

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We do not control or endorse those sites and are not responsible for their content.

24. Information Disclaimer

Information provided by us is general in nature and does not constitute professional advice.

You should obtain independent advice before relying on such information.

25. Limitation of Liability

To the maximum extent permitted by law:

- we do not guarantee uninterrupted access to our services;
- we are not liable for indirect or consequential loss.

Nothing in these Terms excludes rights under the Australian Consumer Law.

Where liability cannot be excluded, it is limited to:

- resupply of the services; or
- payment of the cost of resupply.

26. Indemnity

You agree to indemnify us against loss arising from your breach of these Terms or misuse of our services.

27. Security

You are responsible for maintaining the confidentiality of any login details.

28. Suspension and Termination

We may suspend or restrict access where these Terms are breached or to protect our systems or users.

29. Changes to Terms

We may update these Terms from time to time.

Updated Terms will take effect when published.

30. Governing Law

These Terms are governed by the laws of New South Wales, Australia.

31. General

**West Ryde Chamber of Commerce
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- If any provision is invalid, the remainder continues.
- Failure to enforce rights does not waive them.
- These Terms form the entire agreement in relation to their subject matter.