



# PRIVACY POLICY

## RIMPA GLOBAL

RECORDS AND INFORMATION MANAGEMENT  
PRACTITIONERS ALLIANCE

Advancing and Connecting the Records and Information  
Management Profession.

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## 1 Document Control

VERSION	DATE	AUTHORS	APPROVAL	COMMENTS
1.0	31 January 2019	Jack Anthony	RIMPA Global Board	
2.0	11 January 2023	Anne Cornish	RIMPA Global Board	
2.1	17 March 2026	Governance & Risk Committee	RIMPA Global Board	
3.0	11 May 2026	Governance & Risk Committee	RIMPA Global Board	Approved via Flying Minute 26/6

## 2 Effective Date, Review, and Amendments

- a. This policy is effective from 31 January 2019 and is reviewed every two years.
- b. This policy may be amended, varied, or modified by the Records and Information Management Practitioners Alliance Global (RIMPA Global) Board.

## 3 Related Policies, Procedures, or Documents

NUMBER	POLICY NAME	INTERNAL OR EXTERNAL
	No related policies	

## 4 Introduction

The primary goal of RIMPA Global is to promote records and information management. The functions and activities we carry out to achieve RIMPA Global’s goals, and for which personal information is collected and held include but is not limited to:

- managing employees, service providers and membership of RIMPA Global
- providing products and services
  - conducting educational and training courses
  - holding events such as conferences and briefings on current issues
  - Providing scholarships and awards.
- providing and exchanging information through various channels such as newsletters, other publications such as social media sites, our website and mobile applications (apps)
- lobbying and making submissions to government and others about improving laws and practices
- research, data collection and analytical activities, to:
  - identify members’ and prospective members’ needs and to ensure our products and services meet those needs
  - identify prospective members and provide marketing approaches designed to recruit new members
  - provide up-to-date information to support lobbying activity and make submissions on issues and proposed laws.
- maintaining relationships with sponsors and other partners to financially support RIMPA Global’s activities.

We collect and manage information electronically when we provide information and services electronically and online through our website and apps as well as via email, online advertisements and social media. All information will be managed and disclosed in accordance with the Privacy Principles.

Service Providers may collect or store information on behalf of RIMPA Global. RIMPA Global will ensure Service Providers are bound to contract conditions in relation to the collection, management and disposal of personal information that are in line with the Privacy Principles. Service Providers may use cookies and other technologies to conduct activities which allow the information and online services to be supplied.

If personal information is not supplied, RIMPA Global may be unable to provide information, services or products, make offers or tailor the content of our website or apps. In this event, the recipient may find they do not experience the full extent of RIMPA Global’s information, products and services, including our website and apps.

## 5 Purpose

This Privacy Policy (Policy) sets out the information handling practices of RIMPA Global.

RIMPA Global manages personal and sensitive information in accordance with the Australian Privacy Principles (Privacy Principles) within the Australian Commonwealth *Privacy Act 1988* (the Act), noting that states and global jurisdictions may have their own privacy legislation.

## 6 Scope and Audience

This policy applies to, and must be adhered to by, all employees, volunteers, members, and partners of RIMPA Global. This policy is an external policy. This policy will be published on RIMPA Global’s website.

## 7 Definitions

Phrase	Definition
Access	The right of an individual to request and obtain their personal information held by RIMPA Global.
Australian Privacy Principles (APPs)	The principles set out in the Privacy Act 1988 (Cth) that govern the collection, use, disclosure and management of personal information.
Collection	The process of gathering personal information from individuals or other sources.
Company	Records and Information Management Professional Alliance Global (RIMPA Global).
Consent	Voluntary, informed agreement by an individual to the collection, use or disclosure of their personal information.
Contractor	An individual or entity engaged under contract to provide services to RIMPA Global.
Cookies	A cookie is a packet of information stored on a computer that allows our server to identify and interact more effectively with a visitor’s computer.
Correction	The right of an individual to request amendment of inaccurate or incomplete personal information.
Disclosure	The sharing of personal information with external parties.
Disposal	The secure destruction or de-identification of personal information when it is no longer required.
Employee	A person formally employed by RIMPA Global who are full time, part time, casual, permanent, temporary, engaged contractors, volunteers, and individuals on vocational and/or work experience.



Phrase	Definition
Member	A person who has a specific membership with RIMPA Global, whose name appears on the register of members.
Non-member	An individual who interacts with RIMPA Global but does not hold membership.
Overseas Disclosure	The transfer of personal information to a recipient located outside Australia.
Partner	An organisation that collaborates with RIMPA Global on programs, services or initiatives.
Personal Information	Refers to information or an opinion, true or false and whether recorded in a material form or not, about an identified or reasonably identifiable individual.
Privacy Act 1988 (Cth)	The Australian law that regulates the handling of personal information.
Privacy Breach	Unauthorised access, disclosure, loss, or misuse of personal information.
Prospective Member	An individual or organisation considering or applying for membership.
Retention	The period during which personal information is stored and maintained.
RIMPA Global	Records and Information Management Professional Alliance Global.
Sensitive Information	Is a sub-category of personal information and includes details about race, ethnicity, political affiliations, sexual orientation, criminal record or membership of professional trades and associations.
Service Provider	A third party engaged by RIMPA Global to perform services on its behalf, including technology, data processing, or professional services.
Sponsor	An organisation that provides financial or in-kind support to RIMPA Global activities.
Use	The handling of personal information within RIMPA Global for a specific purpose.
Volunteer	Person who provides goods or services to RIMPA without being paid.
Web Analytics	Tools used to collect and analyse data about website usage and user behaviour.



## 8 Collection of Personal Information

Personal information is collected for the purposes stated in this Policy from members, non-members, participants in our courses, third parties, service providers, suppliers, contractors, consultants, vendors, partners and individuals who interact with RIMPA Global.

### 8.1 Direct Collection

#### 8.1.1 Employment or Voluntary Engagement

RIMPA Global collects and holds information from prospective employees or volunteers as part of the recruitment process. This information includes name, contact details, career history and qualifications. Information is protected by limiting access to this information. Individuals cannot be anonymous for this core activity.

#### 8.1.2 Membership Management

RIMPA Global collects and holds information from members or prospective members through membership related applications. This information includes name, contact details, and career history. Date of birth details are also collected to enable the unique identification of members and to assess what products and services may be most suitable and of interest. Date of birth details are protected by limiting access to this information. Individuals cannot be anonymous for this core activity.

For ongoing membership management, personal information is collected from members about the reasons for reducing the level of membership or suspensions. The reasons for this may include ill health, parenthood, study or travel.

For student membership, course and study information is collected as evidence to support membership application.

#### 8.1.3 Events, Education and Training

RIMPA Global manages education, training and events such as conferences, seminars, webinars and briefings. RIMPA Global collect and hold enrolment information from individual members and non-members and keep a record of the courses completed or events attended. Assessment answers, course results and feedback sheets are also collected. RIMPA Global will collect and hold information which individuals provide through applications to attend and through activities conducted at the events. This may include:

- sensitive information such as dietary or mobility requirements
- travel bookings
- image (video or photographs) or sound recordings of the events and workshops.

RIMPA Global collect information about organisations, service providers, partners and sponsors. The information is required to administer the arrangement. Individuals cannot be anonymous if they are paying for an activity, are a company contact or a presenter.



### 8.1.4 Scholarships and Awards

For scholarships and awards, RIMPA Global collects and holds personal information needed to receive, assess and administer applications and outcomes, including contact, employment, membership, application, referee, assessment and, where relevant, publication details.

### 8.1.5 Surveys

RIMPA Global may collect personal information via surveys. The personal information collected will only be used for analytical purposes, updating records or to assist with improvement or development of our products and services. By completing these surveys, the person completing the survey accepts that their personal information may be transferred outside Australia. Where possible RIMPA Global will allow individuals to remain anonymous.

## 8.2 Indirect Collection

### 8.2.1 Members and Employees

RIMPA Global collects information indirectly about members and employees, but only in circumstances where a member would reasonably expect it, or where the member has consented. Examples include referee comments and criminal history checks where it is operationally required.

### 8.2.2 Non-members

To expand our membership, information is collected indirectly about prospective members through methods which include word of mouth referral, publicly available sources, and commercial list brokers.

## 9 Use of Personal Information

### 9.1 General Use

RIMPA Global uses personal information collected and held to:

- administer, improve and meet member requirements for a service, course, event or program
- record professional development units as part of the member's continuing professional development (CPD) program
- identify and analyse member and non-member activities and interests to better meet member needs and attract new members
- enable targeted marketing communications to members and non-members
- enable RIMPA Global to deliver services, products and achieve its goals.

RIMPA Global will not use personal information for any purpose which an individual would not reasonably expect unless it is consistent with the Privacy Principles. If RIMPA Global believes a

member may not expect a particular use of information, consent is sought before it is used for that purpose.

## 9.2 Sound and Image Recordings of Training and Events

RIMPA Global uses sound and image recordings of training and events to enable improvement of the service, for ongoing development of members, and for promotional purposes. It is not always possible to get an individual’s consent for use of their image in a particular setting, e.g. individuals may appear in a crowd scene taken at a conference which is used on the website.

At the time of registration for an event, attendees are informed if the event’s pictures will be used for marketing purposes, and in some instances, attendees will be able to indicate if they do not consent.

## 9.3 Marketing Communications

Advertising, marketing materials, content, information, and communications (collectively referred to as “marketing material”) are provided to both members and non-members whose details are held, for the purpose of informing them about RIMPA Global’s products and services that may be of personal and/or professional benefit. These products or services may extend beyond those provided by RIMPA Global and include offers from third parties.

Marketing materials may be sent by mail, email, SMS or other electronic methods, such as through social media or targeted advertising. If the individual indicates a preference for a method of communication, that method will be used where it is practical to do so.

RIMPA Global provides the option to opt-out of receiving marketing material in all communications, such as forms, letters, or emails, or by contacting [admin@rimpa.com.au](mailto:admin@rimpa.com.au) or directly through member profiles.

Unless an individual has opted out, marketing material will be sent to members for 12 months after cessation of membership, or for 12 months after the last interaction with the Company by a non-member.

## 9.4 Website

When an individual accesses our website, customised marketing material may be displayed based on data stored in the cookies on the computer used – opt-out options may be different for this kind of marketing. Service providers used, including remarketers, may also display our marketing material on other parties’ websites. The display of that marketing material may be based on prior visits to our website and other internet activity. Data supplied by service providers to improve our marketing material and advertising campaigns may also be used.

## 10 Disclosure (sharing) of Personal Information

Personal information will only be shared in accordance with the primary reason it was collected, with the individual's consent, or where required by an emergency or the law.



## 10.1 Sensitive Information

RIMPA Global only disclose sensitive information for the purposes for which it was provided or for directly related purposes an individual would reasonably expect.

## 10.2 Events

Unless participants opt-out, RIMPA Global discloses the name, title, post nominal and organisation details of event participants to organisers, hosts or facilitators under strict conditions to enable them to carry out their role in relation to an event, for example, to organise table lists.

## 10.3 Publications

RIMPA Global discloses information about members to other members via RIMPA Global publications. Wherever practical, RIMPA Global will seek consent prior to the inclusion of a member's name.

## 10.4 Contractors and Partners

RIMPA Global disclose personal information to contracted service providers who assist with functions and services including service providers of technology, data processing, legal, business consulting, auditors, but only for the purpose of fulfilling those services and aligned with contract conditions of the engagement.

Information is disclosed to partners in some programs, for example, about applicants for scholarships to assist with scholarship candidate assessment.

## 10.5 Disclosure with Consent

Unless participants opt-out, personal information is disclosed with an individual's consent:

- to employers and recruitment companies for those who have completed an educational course
- to Australian and overseas regulatory authorities or other organisations to assist with business licensing or due diligence purposes
- with event speakers and sponsors for the purpose of introductions and follow up.

## 10.6 Where Authorised or Required by Law

As authorised by the Privacy Principles, RIMPA Global disclose personal information in connection with law enforcement activities by enforcement bodies.

RIMPA Global are required by the *Corporations Act 2001 (Cth)* to allow an individual to inspect RIMPA Global's member register and view current and past members' names and addresses. However, the Corporations Act prohibits the individual from using the information gained to contact or send material to members, and from using it for other prescribed purposes.



## 10.7 Overseas Disclosure

Personal information may be sent overseas. Where a service provider hosts personal information overseas, reasonable steps will be taken to ensure that the Service Provider does not breach the Privacy Principles. The steps taken include:

- adding provisions in our contract with the service provider that require them to protect the personal information they hold in accordance with the Act, and
- when choosing a service provider, including in our considerations anything in the laws of the country in which the service provider operates that would breach the Act.

If RIMPA Global have consent, or the overseas recipient is in a country whose privacy laws are the same or substantially similar to those of Australia, we comply with the Privacy Principles when disclosing personal information to that overseas recipient.

If a privacy breach occurs that involves a service provider located outside Australia, RIMPA Global support and work with members or non-members in handling the breach.

## 11 Our Website, Emails, Apps and Social Media

### 11.1 Our Website

When an individual visits RIMPA Global’s website or download, access or register to use our website, (which may also include the use of any of our products, services or apps) personal information such as name, address, email address, phone number, date of birth, username, and other information may be collected.

RIMPA Global or service providers use web analytics to collect a range of information about interactions with our website. Web analytic software collects the information from the browsers of all platforms used.

The information collected includes IP address, domain name, date and time of visit, the pages visited and time spent on each page, previous visits and what site referred the visitor to the web page. This information is used to evaluate the effectiveness of the website and the level of interest in particular pages or RIMPA Global’s campaigns.

RIMPA Global’s website may contain links to other sites. RIMPA Global is not responsible for the privacy practices or policies of those sites and recommend reviewing the privacy policies of those organisations.

### 11.2 Emails

Emails sent to RIMPA Global will have the senders address recorded automatically by our e-mail messaging system for the purpose of replying to the e-mail. Members email address provided in membership application/renewal will be used for normal communication, unless the member requests it is changed.

When RIMPA Global sends emails or other electronic messages, information about interactions with the email including when and where it was opened and interactions with links is recorded.



### 11.3 Apps

When members access our apps via a mobile device, a service provider collects username details to authenticate access to member-only content. RIMPA Global do not review or use this information for any purpose beyond authentication with our membership database.

### 11.4 Social Media

If it is deemed relevant to the quality of service that RIMPA Global provides or its objectives, the nature of the topic discussed by a particular individual and their name may be recorded. This is to enable a follow up outside the social media platform.

Social media services also handle personal information for their own purposes. These sites have their own privacy policies. RIMPA Global is not responsible for the privacy practices or policies of those sites and we recommend that individuals review the privacy policies of these organisations.

### 11.5 Cookies

RIMPA Global's server automatically recognises and stores the domain name of visitors to our website. In addition, our website use cookies (both first and third party) which may automatically collect information such as pages viewed.

RIMPA Global also use cookies for tracking the statistics of our website to better understand visitor needs and interests as well as improve the layout and functionality of our website.

## 12 Security of Personal Information

RIMPA Global regularly assess the risks of misuse, interference, loss, unauthorised access, modification or disclosure of personal information and ensure that we have adequate measures, including policies, procedures and technology, to address those risks. For example, employee access to personal information to that which they need to carry out their role is limited.

## 13 Retention of Personal Information

Personal information will be managed in line with the Privacy Principles and any relevant retention requirements. Information will be disposed when it is no longer required for any legitimate business purpose.

## 14 Access to and the Accuracy of Personal Information

In accordance with the Privacy Principles, individuals are entitled to request access to the personal information RIMPA Global holds about them. Unless a lawful exception applies, RIMPA Global will provide that access and allow an individual to request corrections to any information



that is inaccurate. If RIMPA Global determines that a correction is not appropriate, we will consider whether an amendment or notation should be added to the record.

RIMPA Global may require individuals to verify their identity before granting access to personal information. If access or correction is refused, RIMPA Global will advise the reasons for the decision. Individuals may request that a note of the requested correction be added to the record where the amendment has not been accepted.

## 15 Privacy Complaints and Concerns

RIMPA Global takes all privacy concerns seriously. If an individual believes their privacy has been compromised or they wish to seek access to information we hold about them, they can contact RIMPA Global via email on [admin@rimpa.com.au](mailto:admin@rimpa.com.au). We will acknowledge the concern within two business days and advise who will manage the enquiry and when to expect a further response.

If a complainant is not satisfied with RIMPA Global's response, a complaint can be lodged with the Office of the Australian Information Commissioner.

## 16 Compliance with this Policy

Any breaches of this policy may result in disciplinary action, up to and including termination of employment, removal of volunteer duties and potential cancellation of RIMPA Global membership.