



AUSTRALIA INSTITUTE OF TRAFFIC PLANNING AND MANAGEMENT LTD

Privacy Policy

Document PD-019

AITPM Ltd
PRIVACY POLICY
DOCUMENT AND DATA CONTROL
PD-019

Distribution : Controlled

This means:

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REVISION STATUS								
Rev No	Date	Revision Description	Intl	Sign	Intl	Sign	Intl	Sign
			Prepared		Checked		Approved	
V0	??	Original draft						
V1	01 April 2025	Review	CoSec		Gov&StratCo		Board – 29.05.25	

Purpose

The Australian Institute of Traffic Planning and Management (AITPM) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers. AITPM generally collects personal information about an individual directly from the individual or their authorised representative. AITPM will, for example, collect personal information if an individual:

- Submits a membership application
- Expresses interest in event information mailing list
- Register or attend an event
- Apply for awards
- Submits an application for, or commences employment with AITPM
- Submits a complaint about AITPM

An individual may, in some circumstances, such as lodging a complaint, prefer to remain anonymous, or to use a pseudonym, when interacting with AITPM. Individuals should be aware that doing so however may make investigating complaints or providing specific information impracticable.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose

- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

AITPM will only use and disclose personal information for the primary purposes for which it was collected unless:

- the individual has consented to the information being used for a secondary use or disclosure
- the individual would reasonably expect AITPM to use or disclose the information for the secondary purpose and that purpose is related to the primary purpose
- the use or disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order
- a permitted general situation exists in relation to the use or disclosure of the information, for example, if AITPM believes that the use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual
- a permitted health situation exists in relation to the use or disclosure of the information

AITPM will only use sensitive information for a secondary purpose if it is directly related to the primary purpose. AITPM will not disclose personal information or sensitive information to other countries.

AITPM may only use or disclose personal information for direct marketing purposes in limited circumstances, for example where the individual would reasonably expect AITPM to use their information in that way or the individual consents to such use or disclosure.

Data Quality

AITPM will take reasonable steps to ensure that the personal information they collect is accurate, up-to-date and complete. These steps include maintaining and updating personal information when advised by individuals that their personal information has changed, and at other times as necessary. AITPM will also take reasonable steps to ensure the accuracy and completeness of the information prior to any use or disclosure of the information.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer required for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Artificial Intelligence (AI)

AITPM, when considering adoption of AI tools, will take a “privacy by design” approach which includes conducting a Privacy Risk Assessment.

Privacy obligations will apply to any personal information input into an AI system, as well as the output data generated by AI (where it contains personal information). AITPM will not enter personal information in publicly available generative tools. AITPM will ensure any public facing AI tools (such as Chatbots) are clearly identified as such to external users.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. AITPM will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Australian Institute of Traffic Planning Management
PO Box 107, LUTWYCHE, QLD 4030
aitpm@aitpm.com.au
07 3544 5670

If you are dissatisfied with AITPM’s response, you may submit a complaint to the OAIC for further investigation. Please note however that the OAIC may not investigate a complaint if the complainant has not firstly lodged their complaint with AITPM. The OAIC’s contact details are as follows:

Telephone: 1300 363 992



Email: enquiries@oaic.gov.au

Post: OAIC

GPO Box 5218

SYDNEY NSW 2001