



Australian Electric Vehicle Association  
[www.aeva.asn.au](http://www.aeva.asn.au)

## AUSTRALIAN ELECTRIC VEHICLE ASSOCIATION

### PRIVACY POLICY

APPROVED BY THE BOARD ON 4 DECEMBER 2023

#### 1. INTRODUCTION

AEVA values privacy and is committed to protecting the personally identifiable information that you share with us. This privacy policy explains how we collect, use, share, and store personal information, and what rights you have with respect to this information.

We have been guided by the Australian Privacy Principles<sup>1</sup> contained in the Privacy Act 1988 (Cth). These principles govern the way in which we collect and manage your personal information.

We collect personal information for the primary purpose of providing our services to you or to any AEVA business partners.

#### 2. WHAT INFORMATION DO WE COLLECT?

***In Short:** We collect your personal information when you become an AEVA member or participate in AEVA activities.*

Any information that does not disclose your identity or enable your identity to be ascertained, is not regarded as “personal information” and is therefore not subject to this privacy policy.

Examples of personal information we may collect are:

- Contact Information; for example: names, email and postal addresses, and telephone numbers;
- Demographic Information; for example: age, gender, and other demographic information; and
- Financial Information; for example: masked information about payment methods, noting that credit card numbers are not stored by us and are not visible to us.

---

<sup>1</sup> See the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

We collect personal information that you voluntarily provide to us when you become an AEVA member, when you sign up to one of our mailing lists, when you participate in certain events or competitions (such as the Glen George Trophy), when you purchase something from us (such as an EV licence plate tag) or when you contact us with an inquiry.

We automatically collect certain information when you use the AEVA website. This information does not reveal your identity but may include device and usage information, such as your IP address, browser characteristics, and information about how and when you use our site. This information is primarily needed to maintain the security and operation of our site, and for our internal analytics and reporting purposes. Like many businesses, we also collect information through cookies and similar technologies.

“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 not normally be collected by AEVA. In rare cases where it is collected, it will be used by us only with your consent.

## **2. WILL YOUR INFORMATION BE SHARED WITH ANYONE?**

***In Short:*** *We will not sell or otherwise disclose your personal information except with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfil business obligations.*

Specifically, we may process or share your data in the following cases:

- **Consent:** if you have given us consent to use your personal information for a specific purpose.
- **Legitimate Interests:** when it is necessary to carry out AEVA activities (such as inviting you to participate in an AEVA event).
- **Legal Obligations:** if we are legally required to do so in order to comply with applicable law, governmental requests, or a judicial process.
- **Vital Interests:** in cases where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, or as evidence in litigation in which we are involved.
- **Suppliers, Consultants and Other Third-Party Service Providers:** where third parties perform services for us and require access to such information to do that work. Examples include: payment processing, data analysis, email delivery, hosting services and event organisation (the Annual Conference, for example). We do not share, sell, rent or trade any of your information with third parties for their promotional purposes.

## **3. HOW DO WE STORE YOUR INFORMATION?**

***In Short:*** *As securely as practicable.*

At the national level, we store your personal information on secure servers that are protected by appropriate physical and technical safeguards, and in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

Credit card numbers are not stored on AEVA's servers. All credit card transactions are processed using Stripe. Stripe's privacy policy may be found at <https://stripe.com/au/privacy>.

At the local level, AEVA Branch officers will process your data whenever this is necessary to organise events or manage transactions. They may store non-sensitive information such as names, phone numbers and e-mail addresses. In these cases the data are protected by the individual's own cyber

security system (Norton, for example). Branches do not see or store any financial details relating to AEVA members. Branch officers are instructed to delete any data from their local computers that are no longer needed for current tasks.

Branch officers regularly send newsletters via the AEVA website. In such cases the individual recipients are not visible to the Branch officer.

#### **4. HOW LONG DO WE KEEP YOUR INFORMATION?**

***In Short:** We keep your information for as long as necessary to fulfil the purposes outlined in this privacy policy unless otherwise required by law.*

We will retain your personal information for as long as it is necessary for the purposes set out in this privacy policy, or to conform with tax, accounting or other legal requirements. In practice, most personal information will be kept by us until requested to be deleted. For instance, if you sign up to a newsletter, your subscription will remain current until you unsubscribe.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

#### **5. WHAT ARE YOUR PRIVACY RIGHTS?**

***In Short:** You may review or change your data at any time, or request the deletion of your data.*

We will take reasonable steps to ensure that your personal information is accurate. If you suspect that the information we have is not up to date or is inaccurate, you may ask us to provide our copy of your personal information by e-mailing: [secretary@aeva.asn.au](mailto:secretary@aeva.asn.au). This copy will be provided free of charge. In order to protect your personal information, we may require identification from you before releasing the requested information. We undertake to promptly correct any errors.

You may also:

- Request to have your personal data deleted: in which case we will deactivate or delete your information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.
- Opt out of email marketing: You can unsubscribe from our marketing email list at any time by clicking on the unsubscribe link in the emails that we send or by contacting us using the details provided below. You will then be removed from the marketing email list.

#### **6. UPDATES TO THIS POLICY**

***In Short:** We will update this policy as necessary to stay compliant with relevant laws.*

We may update this privacy policy from time to time. If the changes are material, we will notify you through a member newsletter.

#### **7. TO CONTACT US ABOUT THIS POLICY**

If you have any questions about this privacy policy, please contact us via email:

[secretary@aeva.asn.au](mailto:secretary@aeva.asn.au)