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Privacy Policy

ACS (Australian Computer Society)

Version 3



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1. Purpose

The Australian Computer Society ('ACS') is committed to protecting personal information and will take all reasonable steps to secure the personal information it holds. In the context of this policy, a reference made to the ACS also includes ACS's wholly owned businesses and brands, including Association for Data-Driven Marketing & Advertising ('ADMA'), ADMA Forum, Labs related businesses, Zeborn Pty Limited and Institute of Analytics Professionals of Australia ('IAPA'),

The ACS understands the importance of privacy and is committed to collecting and handling personal information in accordance with all applicable privacy laws including the Australian Privacy Act 1988 (Cth) ('Privacy Act') and the Australian Privacy Principles ('APPs').

The ACS is also committed to complying with the EU General Data Protection Regulation ('GDPR') to the extent that ACS collect the personal information of individuals who are located or resident in the European Union.

This Privacy Policy describes how the ACS and its controlled entities handles your personal information in accordance with the Privacy Act and applicable privacy laws.

If you are based in the EU, Schedule A sets out additional privacy information applicable to you under the GDPR.

ACS may update this Privacy Policy and Schedule A from time to time. The current version will be published on our ACS Websites.

2. Definitions

Personal Information means Information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a. Whether the information or opinion is true or not; and
- b. Whether the information or opinion is recorded in a material form or not.

Sensitive Information means under the Privacy Act, 'sensitive information' means information or an opinion about an individual's:

- Racial or ethnic origin
- Political opinions
- Membership of a political association
- Religious beliefs or affiliations
- Philosophical beliefs
- Membership of a professional or trade association
- Membership of a trade union
- Sexual preferences or practices
- Criminal record; or Health information and genetic information about an individual that is not otherwise health information.

Privacy Act means the Privacy Act 1988 (Privacy) and the Australian Privacy Principles (APPs) as amended from time to time.



3. Types of Personal Information the ACS Collects

ACS collects and holds personal information when you engage with ACS, make inquiries with ACS, download our publications and other digital assets, sign up to our newsletters, or interact with our Websites and social media accounts. This includes your name and contact details (such as address, email address, mobile number, etc).

ACS only collects personal information that is reasonably necessary for its functions and activities. ACS apply a data minimisation principle to ensure ACS do not collect more information than required.

ACS does not use government-issued identifiers (such as Medicare numbers or tax file numbers) as primary means of identifying individuals; these identifiers are only collected where required by law or for verification purposes in specific services such as migration assessments.

Where lawful and practicable, ACS allows individuals to interact anonymously or via pseudonyms, particularly when making general inquiries or accessing public resources. Identification may be required for services such as membership, migration assessments, or education programs.

In addition, ACS may also collect and hold other personal information in order to provide our services (please refer to section 2 for details of the various services the ACS provides). The information collected will vary depending on the products and services that you use and may include some, or all, of the following:

- **General information:** Your name, gender, date of birth, country of residence and / or country of birth, visa information, next of kin, preferred language, Heritage, age.
- **Identification:** Passport, drivers' licence, Medicare card, birth certificate or other identification details (which may include your image), gender.
- **Contact details:** Your home address, work address, mail address, email address, phone numbers, social media handles, and other ways to contact you.
- **Your education, qualifications and employment information:** Your student or employer identification, education qualifications, education transcripts, scores, or other evidence, employer information, position title, resume, work experience, or other relevant employment information, including referees and background checks, performance and management reviews, next of kin details, responses to surveys, opinions and preferences. Assessment results and outcomes from skills assessments.
- **Health and dietary information:** Dietary and health information, including medical conditions and / or requests for specific assistance, in connection with your use of our products and services or interactions and employment with ACS.
- **Your use of our products and services:** Information on whether you have purchased, used, or indicated interest in any of our products or services.
- **Payment information:** Bank account details, credit card information (last 4 digits of the card and expiry date) may be collected by ACS but is processed using a secure 3rd party gateway and therefore this information is not held.



- **Your preferences and interests:** Your stated or likely preferences, for example whether you may be interested in specific information and news, technical topics, products or services, or promotions.
- **Your involvement with ACS:** participation and involvement with ACS committees, member engagement platforms and any other ACS related activities and opportunity
- **ACS' interactions with you:** Enquiries, feedback, complaints, compliments, responses to surveys, records of any correspondence and interactions with us and our staff (including in person, online, by telephone or email and via social media), or other forms of interaction. .
- **Your use of our Website and applications:** Your IP address and details of how you use the Website or apps including analytics.
- **Other:** marriage certificate, tax ID numbers and superannuation/insurance reference numbers, professional indemnity insurance coverage, renewals experience, premiums and claims (ie PSS scheme).

At times, your use of some of ACS' products and services may require ACS to collect additional information from you. This information will only be used to provide you with those services or to support your use of those services.

ACS does not collect sensitive information except as set out in this section or with your informed consent.

ACS ensures that any collection of sensitive information is accompanied by clear, informed consent and is only used for the specific purpose for which it was collected.

4. Why ACS collects Personal Information

ACS will use your personal information in order to communicate with you and provide you with our various services, including for the purposes set out below.

ACS does not use personal information for unrelated secondary purposes unless you have provided consent or it is permitted by law. All secondary uses are assessed for reasonableness and alignment with your expectations.

ACS collects and may use the personal information of its members for the purposes of:

- providing members with a comprehensive range of membership products and services (including advocacy services), information regarding relevant products and services (or changes to these products and services) from ACS and appropriate ACS contracted third parties, and to help you keep up to date with industry changes and developments;
- seeking a better understanding of member needs in order to continually develop and improve membership products and services;
- providing and offering professional development courses, conferences, seminars, workshops, certifications, and access to events;
- providing and offering access to digital assets (for example, publications, training courses, how to videos and guides);
- providing access to online communities;
- providing members with a subscription to ACS publications and/or other newsletters;
- To make decisions and enable the processing and facilitation of nominations and



- elections to any board, committee or forum related to ACS activities
- performing its role as a 'Skills Migration Assessing Authority;
 - processing and assessing applicants' applications or inquiries;
 - assessing applicants' qualifications and experience to determine their suitability criteria and the outcome of their skills assessment application;
 - facilitate coverage and claims, monitor compliance with professional obligations, reporting obligations and disclosure requirements under the Professional Standards Scheme
 - organising and providing various events held by the ACS (including for example, courses, conferences, seminars, workshops, launches);
 - processing and managing event registrations (including catering for dietary requirements);
 - maintaining event attendance records;
 - contacting registered event guests with information in regard to the event and seeking post-event feedback;
 - communicating with you in relation to future events or ACS products, courses, services, promotions or other products or services that ACS reasonably thinks may be of interest to attendees;
 - processing and responding to attendee inquiries; and
 - conducting research to improve its events and better understanding needs.
 - To meet legislative and regulatory requirements, such as taxation, superannuation, legal proceedings and the Professional Standards Scheme.
 - determining whether the general entry requirements and course entry requirements are satisfied for enrolment into ACS Education programs;
 - to verify your identity for the purposes of communicating and providing services to you;
 - when you post details of job positions on our Website;
 - to provide you with information about sponsoring and / or partnering with the ACS;
 - various business planning and accounting purposes;
 - to improve our products and services, and better understand your needs; and
 - for considering the suitability of job applicants for, and contacting those suitable applicants in relation to, current and future roles with the ACS.

Any non-identifiable personal information that is collected from your Website visits is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at this Website.

If you do not provide us with certain personal information, ACS may be unable to perform its functions and/or provide you with the services and support your request. Please also be aware that as an education/RTO provider and skilled migration assessor, ACS is required to collect some personal information in accordance with its legal obligations.

5. How ACS Collects Personal Information

The personal information ACS require to deliver our products and services is usually collected directly from you:

- using physical, electronic or online forms;
- via the internet including Websites and social media;



- via email;
- via telephone or facsimile;
- via face-to-face contact (e.g. at forums, trade shows and events); and
- through security surveillance cameras (installed in some ACS offices).

ACS also collect personal information from third parties, including from:

- migration agents acting on your behalf;
- schools, universities and tertiary institutions;
- work colleagues who have written third party official Statutory Declarations or Affidavits; or
- your employer.

When collecting personal information by whichever means, ACS will take reasonable steps to provide the appropriate notices and obtain relevant consents in accordance with the Australian Privacy Principles.

ACS provides collection notices at or before the time of data collection, outlining the purpose, intended uses, and your rights under the Privacy Act. These notices are available on our Website, forms, and digital platforms.

Most information is collected directly from the individual. ACS may also obtain some personal information from third party sources. In such cases ACS will require a warranty from the third party that the information has been collected in accordance with Australian Privacy Principles, including notification that the information may be disclosed to organisations such as ACS or requisite consents had been obtained.

ACS may keep unsolicited personal information (personal information ACS receive that ACS have taken no active steps to collect) if the information is reasonably necessary for one or more of our functions, services or activities.

ACS assesses unsolicited personal information upon receipt. If the information is not necessary for our functions or activities, it will be securely destroyed or de-identified in accordance with our data disposal policy.

6. Disclosure of Personal Information

ACS may, from time to time, disclose your personal information to:

- Its employees, affiliates, controlled entities, contractors (or sub-contractors) or other third party service providers in order to provide our services, including (but not limited to) IT service providers, cloud providers;
- third party conference or event organisers;
- your fellow members as required by law (e.g. Associations Incorporation Act 1991);
- our professional providers or advisors (e.g. lawyers, accountants, business advisors);
- third parties with whom ACS has sponsorship, commercial or other contractual arrangements with to provide services or benefits to ACS members, marketing, business or other related purposes;
- credit reporting agencies, courts, tribunals and regulators if you fail to pay for the services provided to you;
- Department of Home Affairs as required for migration assessment applicants; and
- Brokers, insurers and the Professional Standard Scheme in relation to coverage



under that scheme

- any other individual or third party for any authorised purpose with your consent or when authorised or required by law.

ACS does not disclose personal information for unrelated secondary purposes unless you have provided consent or it is permitted by law. All secondary uses are assessed for reasonableness and alignment with your expectations.

If you are a skilled migration assessment applicant, ACS provides the Commonwealth Department of Home Affairs with your assessment outcome, education qualifications, employment information, identification details relevant to your skilled migration application and your migration agent's details (if applicable).

ACS may disclose personal information for secondary purposes that are related to the primary collection purpose but only in situations where it is reasonable to expect such information to be disclosed. Typically, this would be for internal business practices (auditing, product development, IT support and service providers, credit and collection agencies etc).

ACS is represented on a number of international bodies (including IFIP, SEARCC and IP3) and is a signatory to the Seoul Accord. It does not disclose any personal information to these bodies other than that of the ACS's appointed representatives.

ACS is a Registered Training Organisation ('RTO') within the Australian Skills Quality Authority ('ASQA') framework and as such is required to comply with the National VET Provider Collection Data Requirements Policy. This includes providing reports which reveal personal information. This information is presented in aggregated form and used by VET regulators to better support the VET sector and will not identify individuals.

ACS is obligated by statute (Associations Incorporation Act 1991) to make available for inspection by the members of ACS the Prescribed Information in its Register of members. Prescribed Information includes the name and membership details. In certain circumstances, members may apply to the ACS to restrict access to their personal information that is recorded in the register of members

7. Direct Marketing

Marketing ACS products and services is important for us to fulfil our role. ACS use a number of direct marketing strategies and channels including email, mail, SMS, social media and telephone to provide you with information relating to our products, courses, services, promotions, publications or other products or services that ACS reasonably think may be of interest to you. ACS will provide you with a way of opting out of receiving direct marketing communications or you can Opt out by contacting our Privacy Officer (see contact details in section 13).

ACS's contracted third parties may use similar marketing strategies and channels as ACS. Members have an Opt In option on ACS's Website to grant consent to receive such third party communications. Also, ACS will be expanding its options for members to choose which third party communications they would like to receive and the frequency. Non-members can use the unsubscribe option available on marketing communications.



Likewise, members and others who have registered for an ACS event have an Opt In option to receive SMS communications (typically reminders for events).

ACS will never sell, trade, lease or rent any personally identifiable information to other organisations except as stated and agreed when collecting information from members or other persons.

ACS reserves the right to communicate with members about the substantive affairs of the organisation.

All direct marketing communications include clear opt-out mechanisms. Members can manage preferences via their ACS account, and non-members can unsubscribe via links in communications. ACS does not send direct marketing without prior consent.

8. Cookies

ACS' Website uses cookies to provide the functionality necessary to deliver our products and services. ACS' Website also uses a number of third party services such as analytics and security that also utilise cookies. ACS do not control these third parties or their cookies and ACS refer you to the third party's Website for details on how they use their cookies.

Cookies in use may identify individuals who log into our Website. You can reject cookies by changing the settings on your browser but doing so may limit your functionality and user experience within our site. For further information, please refer to our Cookies Policy [<https://www.acs.org.au/cookies-policy.html>]

9. Analytics

ACS' website uses analytics platforms that allow us to better understand how users experience ACS' Website and applications. These services do not identify individual users or associate member and customer IP addresses with any other data held by those platforms. The type of information that is collected includes:

- type of device being used to access the Website;
- country where user is located;
- time on a page;
- bounce rate - the number of users that enter and leave the same page (expressed as a percentage);
- channel; and
- other metrics as required.

ACS uses Google Analytics and Adobe Analytics to collect and process anonymous and aggregated data. Details and information about these services and how the relevant service provider uses the collected data is available at www.google.com/policies/privacy/partners/ and <https://www.adobe.com/privacy/experience-cloud.html>

ACS does not use analytics data to identify individuals unless explicitly stated and consented to.



10. How ACS secures and holds Personal Information

Securing and protecting data is an issue that ACS takes very seriously. ACS have implemented technology and security processes to protect the personal information that ACS collect and ACS take all reasonable steps to protect it. ACS' Websites have electronic security systems in place, including the use of firewalls and data encryption. User identifiers and passwords are also used to control access to your personal information.

Other examples of ACS security measures include:

- two-factor authentication is required for member and customer data access; and
- access is restricted to only those members of staff who require access for their role.

ACS limits physical access to its offices. ACS maintain all personal information, including membership and 'in-house' mailing lists, subscriber details and ACSb server logs, in controlled environments that are secured against unauthorised access. Verification of identity is required before information is released to any person, including a member.

ACS servers are located in an ISO 27001 (Information Security Management System) certified facility.

ACS has a Data Breach Response Plan aligned with OAIC guidelines. In the event of a breach, affected individuals will be notified promptly, and mitigation steps will be taken.

11. Cross-border disclosure of Personal Information

ACS member and customer data is held in the Cloud by a number of third party Customer Relationship Management systems ('CRMs') providers that may be located overseas, including in Japan and the US. (Note that our CRM provider has been certified by the Australian Signals Directorate through their ASD Certified Cloud Services program).

ACS only discloses personal information overseas after conducting due diligence and implementing appropriate contractual safeguards, including standard contractual clauses and binding corporate rules where applicable.

ACS's agreements with our cloud providers address compliance with the Privacy Act and any amendments to those laws. ACS are confident that the providers will maintain administrative, technical, and physical safeguards to help protect the security, confidentiality and integrity of member and customer data consistent with applicable requirements of Australian privacy laws.

12. Access, correct, update or delete Personal Information

You have the right to seek access to the personal information ACS hold on you. Members can readily access and amend as necessary their own personal information by visiting the respective ACS Website.



Non-members can access the personal information ACS hold on them by contacting our Privacy Officer (see contact details in section 15), either in writing or by email. The person seeking access will be asked to verify their identity before the information is released.

ACS will take reasonable steps to ensure that personal information held is current, accurate and complete. You have the right to request access to your personal information and to request its correction. In particular, members can access, and are expected to update as necessary, their contact details and professional development activities through the ACS Website. Otherwise, you can also request to access and correct your personal information by contacting our Privacy Officer (see contact details in section 15).

ACS will respond to access and correction requests within 30 calendar days. If additional time is needed, ACS will notify you. If ACS refuse to correct the information, ACS will provide written reasons and inform you of your rights to complain.

ACS acknowledges that ICT professionals may suspend and reactivate their ACS membership as they move through experiences and employment and ACS will retain personal information for reasonable periods to assist in this process. Additionally, ACS acknowledges the merit in keeping metrics on the assessment of ICT skills and will also retain personal information on skills assessment applicants for reasonable periods. Outside of reasonable retention and other legal requirements, ACS will destroy or permanently de-identify personal information. ACS will also do the same on lawful request.

ACS applies retention rules based on statutory obligations and business needs. These rules are documented in the ACS Data Retention & Disposal Policy. If you have questions about this or any other ACS privacy-related policy, please contact our Privacy Officer (see Section 14). If you have questions about this or any other ACS privacy-related policy, please contact our Privacy Officer (see Section 14).

13. Contracted service providers

Contracts with all service providers/consultants whose service involves access to personal information must be subject to contract terms that are compliant with the ACS Privacy Policy and Office of the Australian Information Commissioner guidelines and rules that are legally binding. Where necessary, formal Non-Disclosure Agreements are in place. Also, third parties such as mailing houses, which receive personal information in order to provide a service for ACS, are required to sign an undertaking that the information will only be used for the purpose for which the information was provided.

ACS conducts periodic reviews of third-party compliance with privacy obligations and ensures that service providers are aware of their responsibilities under the APPs.

14. Complaints

Complaints concerning the collection, disclosure or handling of your Personal Information by ACS or breaches of the APPs should be addressed to our Privacy Officer (see contact details in section 15). Any complaint should be first made in writing and include the date, details of your complaint or the alleged breaches, and how you would like your complaint resolved.



Our Privacy Officer will attempt to resolve the complaint within 30 business days but this timeframe may be extended if further information is required from the complainant and/or an involved third-party.

If the complaint is not resolved to your satisfaction you can refer it to the Office of the Australian Information Commissioner. Such complaints generally are resolved through conciliation.

ACS maintains a complaints register and uses complaint data to improve privacy practices and staff training.

15. Privacy Officer

ACS's Privacy Officer is your first point of contact in relation to privacy-related matters and to assist in our compliance with privacy obligations. The following contact details are provided below if have any queries or wish to contact our Privacy Officer:

Contact details: Privacy.Officer@acs.org.au;

Postal address: Level 27, Tower One, 100 Barangaroo Avenue, Sydney, NSW, 2000.

16. Review of Policy

This Privacy Policy is reviewed annually and updated as required to reflect changes in ACS's his Privacy Policy was last updated on in October 2025.



SCHEDULE A: GDPR

This Schedule is to be read in conjunction with the Privacy Policy and provides additional privacy information as required under the GDPR, as to how ACS collect, hold, use or otherwise process the personal information of individuals who are located in the EU or the European Economic Area ('EEA'). ACS is committed to upholding these practices when dealing with the personal information of EU residents.

For the purposes of this Schedule, Personal information will also include 'personal data' as defined in GDPR.

In most cases, ACS is primarily the "controller" of Personal Information and will provide its services in a way such that personal information will be processed fairly, lawfully and in a transparent manner, and collected and processed only for specified and lawful purposes.

1. LEGAL BASES FOR PROCESSING

ACS will only collect and process your personal information where ACS have legal bases for doing so. Depending on the services you seek or use, ACS may rely on the following legal bases for processing personal information:

- when it is necessary for the performance of a contract to which you are a party, or to take steps at your request, or to respond to your inquiries before entering into such a contract;
- where you give consent to process your personal information for a legitimate purpose;
- where there is a legitimate interest for ACS to process the personal information (e.g. to protect our legal rights and interests); and
- where ACS must process the personal information to comply with its legal obligations.

In addition to the purposes set out in section 2 of the Privacy Policy, ACS may process your personal information:

- to offer services and provide you with a comprehensive range of membership products and services (including digital assets) and with valuable information regarding relevant products and services from ACS and appropriate ACS contracted third parties;
- to assess or process memberships, skills assessments applications or enrolments for its professional development and training courses;
- to otherwise perform its role as a 'Skills Assessment for Migration' agency;
- to communicate with you and conduct our activities, including to respond to your inquiries, complaints or feedback;
- for quality assurance purposes, and to assist with compliance of applicable laws and regulations;
- to verify your identity when you interact with us, including when you seek access to information that ACS hold of you;
- subject to ACS obtaining your consent (to the extent consent is required or relied upon as a legal basis), for the purposes of sending marketing or promotional materials or communications (including emails) for our products and services or events, including those from our sponsors or partners; or
- as required or authorised by law.



If you have consented to our use and processing of your personal information for specific purposes, you have a right to withdraw your consent at any time.

Third parties will only process your personal information in accordance with ACS's instructions and where the third party complies with the GDPR requirements or other data protection laws for the processing and transfer of personal information.

2. PROFILING AND AUTOMATED PROCESSING OF PERSONAL INFORMATION

ACS does not make decisions or predict personal aspects of an individual using automated processing of personal information. However, ACS may collect certain information from you in relation to your Website visits and online activity. This may in some circumstances constitute 'profiling' under the GDPR. Furthermore, ACS may undertake 'profiling' to personalise your Website experience, our communications with you and improve our service offerings to you.

ACS does not use automated decision-making that produces legal or similarly significant effects without human review.

3. COOKIES

Our Website uses cookies to provide the functionality necessary to deliver our products and services. Our Website also uses a number of third party services such as analytics and security that also utilise cookies. ACS do not control these third parties or their cookies and ACS refer you to the third party's Website for details on how they use their cookies.

Cookies in use may identify individuals who log into our Website. You can reject cookies by changing the settings on your browser but doing so may limit your functionality and user experience within our site. For further information, please refer to our Cookies Policy [<https://www.acs.org.au/cookies-policy.html>].

4. DIRECT MARKETING

ACS will not use direct marketing as outlined in the Privacy Policy to market its products and services to you unless:

- the ACS has received express consent from you to use your personal information for that purpose; or
- as otherwise permitted by law.

If an individual has agreed to receive marketing, the individual may always opt out at a later date. Refer to the Privacy Policy for the process in which this can be done.

ACS maintains consent records for direct marketing and provides preference management tools for users to control frequency and channel.



5. TRANSFERS OUTSIDE THE EEA

Transfers and storage of an individual's personal information outside the EEA are subject to different binding information protections regulations and specific contractual obligations. In the circumstance when personal information is transferred outside the EEA, in addition to the procedures and safeguards used to secure personal information set out in the Privacy Policy, the ACS will also implement other appropriate safeguards in accordance with the GDPR which may include:

- binding corporate rules;
- standard data protection clauses; or
- entering into contractual clauses with the recipient of the individual's personal information which will provide an individual with enforceable and effective rights.

For further information, contact our Privacy Officer (see contact details in section 13 of the Privacy Policy).

6. CORRECT, UPDATE OR DELETE PERSONAL INFORMATION

You have the following right to request:

- the correction of personal information that ACS holds of you that you believe to be incorrect;
- the completion of personal information that ACS holds of you where you believe this is incomplete; and
- the deletion or erasure of certain personal information, in certain circumstances and in accordance with our obligations under the GDPR.

ACS will respond to correction and deletion requests within one month, extendable by two months for complex cases.

7. YOUR RIGHTS REGARDING YOUR PERSONAL INFORMATION

You have the right to:

- access a copy of the personal information ACS holds about you;
- obtain from ACS further information as to details about the processing of your personal information, including the purposes of the processing;
- obtain from ACS a copy of the personal information that ACS has collected about you;
- withdraw consent where ACS is processing your personal information based on that consent;
- object to the processing of your personal information in the particular circumstances outlined in the GDPR;
- restrict or limit how ACS processes your personal information in the particular circumstances outlined under the GDPR;
- have your personal information transferred to you or a third party a portable format, in the particular circumstances outlined in the GDPR;
- request the erasure or deletion of personal information held of you by ACS (in certain circumstances).

Please note that in some cases, ACS may then be unable to offer or provide our services to you



once ACS process your request. If you ask us to restrict the collection or use of your personal information, ACS will let you know how the restriction may affect the services ACS can provide to you.

In addition, your objection to certain processing may not be granted if ACS believes it has legitimate grounds to process personal information which overrides your rights and freedoms under the GDPR.

8. REQUESTS AND COMPLAINTS

8.1 Requests

You can exercise your rights by contacting our Privacy Officer. When ACS responds to a request under this Schedule, ACS may not refuse to act on the request, unless it can demonstrate that it is not in a position to verify you or ACS are not obligated to do so by law or the GDPR.

ACS will otherwise endeavour to respond to your request in a timely manner and within one month of receipt of the request. This period may be extended by two further months where necessary, taking into account the complexity and number of the requests. ACS will inform you of such an extension within one month of receipt of the request, together with the reasons for the delay.

If ACS decides not to take action in response to your the request, ACS will inform you of our decision within one month of receipt of the request, provide our reasons for not taking action, and provide you with details on how you may lodge a complaint with a supervisory authority and seek a judicial remedy, if you are dissatisfied with the outcome.

8.2 Complaints

If you have a complaint about our processing of your personal information or our response to your requests or complaint, you have a right to lodge a complaint with the relevant supervisory authority.

17. Version control

Name	Revision History	Date of Issue	Version
	Initial Document	08/09/2020	V2
Scyne Consultants	Revisions	10/10/2025	V2.1
Liesa Zuscak	Revisions	10/10/2025	V2.2



18. Approvals

Name	Job title	Date of Issue	Version
Management Committee	Management Committee	05/11/2205	V3

19. Distribution

Name	Audience	Date of Issue	Version
	Publicly available	10/11/2025	V3

20. Document control

Custodian title & e-mail address:	Privacy Officer – privacy.officer@acs.org.au
Responsible Business Unit: <i>Responsible for oversight, annual review, and ensuring the document remains accurate, relevant, and compliant.</i>	Governance, Legal & Risk
Content Security:	PUBLIC Distribution unlimited