

**Melbourne Office**

44-56 Hampstead Rd Maidstone, VIC, 3012

t: (03) 9689 9170 f: (03) 9687 7446

e: info@amcservices.org.au

Millennium House Community Centre

296 Nicholson St, Seddon VIC, 3011

t: (03) 9689 9170 f: (03) 9687 7446

e: info@amcservices.org.au

Geelong Office

Suite 8, 131 Ryrie St, Geelong, VIC, 3220

t: (03) 5241 2446

e: geelongoffice@amcservices.org.au

Privacy Policy

Australian Multicultural Community Services (AMCS) is committed to responsible privacy practices, including complying with the Privacy Act 1988 and all other applicable privacy legislation. Protecting our customers' privacy is a top priority for us. We have established strict guidelines and processes to ensure that all personal information is managed in full compliance with the Privacy Act. By providing your personal information, you agree to this Privacy Policy. If you provide information about any other person, you must have authorization from that person to do so.

1. What is Personal Information?

Personal information is any data that could be used to identify you, such as:

- Name
 - Address
 - Telephone number
 - Email address
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2. How Do We Collect Your Personal Information?

AMCS collects personal information from you through various means, including:

- Our website: <https://amcservices.org.au>
- Direct interactions with our services

We ensure that your personal data is used for necessary business purposes only. Internal management personnel will only access the information needed to fulfill their roles. The personal data we collect will not exceed the information necessary to provide our services.

3. Why Do We Collect Personal Information?

We collect personal data for the following purposes:

- Marketing updates, including information about AMCS events, news, and industry updates.
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4. How We Share, Transfer, and Disclose Your Personal Data

We will not share, provide, disclose, sell, rent, or trade your personal data to any unrelated third party. However, we may use third-party platforms and services from reputable providers, including Microsoft Dynamic 365, to manage our marketing communications. These platforms comply with privacy and data protection laws.

Data processing agreements are in place to ensure your data is protected.



Australian Multicultural Community Services

www.amcservices.org.au

ACN 657 306 431 | ABN 69 022 519 263

We care,
we support,
we empower



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5. How We Protect Your Personal Data

We take appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, misuse, alteration, or damage. These measures include:

- Encryption of data both in transit and at rest
- Regular security audits and vulnerability assessments
- Firewalls and intrusion detection systems
- Built-in tools to comply with the General Data Protection Regulation (GDPR), including features for data access and consent management
- Employee training to ensure awareness and compliance with data protection best practices

6. How Long We Retain Your Personal Data

We retain your personal data only as long as necessary to fulfill the purposes outlined in this policy. For example:

- Personal data related to marketing activities is kept as long as you are subscribed to updates.
- Data is deleted or anonymized once you unsubscribe or if it is deemed irrelevant or redundant.

7. Who We Disclose Personal Information To

We will not disclose personal information to third parties except when:

- Disclosure is necessary for the purposes set out in this Privacy Policy
- You have authorized such disclosure
- We are required to provide the information by law

8. Data Breach Notification

In the event of a data breach that may affect your personal data, we will:

- Notify you and the relevant authorities as required by law
- Outline the nature of the breach and the steps taken to mitigate any potential harm

9. User Rights

You have the right to:

- Reasonable access to any information AMCS holds about you
- Request the correction or deletion of your personal data
- Object to certain processing activities

All requests for access to personal information must be submitted in writing to the Privacy Officer or Marketing Manager. Proof of identity is required to ensure personal information is provided only to the correct individuals.





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10. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance the user experience and collect information about interactions with our site. You can manage your cookie preferences through your browser settings.

11. Regular Policy Review

We regularly review and update this Privacy Policy to reflect changes in legislation, technology, or business practices. The current version will always be available on our website.

How to Contact Us

If you have any questions about this policy or wish to exercise your rights regarding your personal data, please contact us:

- Phone: 03 9689 9170
- Email: info@amcservices.org.au

For complaints or concerns about the handling of personal information, please write to:
The Privacy Officer
Australian Multicultural Community Services
Suite 111, 44-56 Hampstead Road, Maidstone VIC 3012
info@amcservices.org.au

