



## WORLD CONGRESS OF ACCOUNTANTS 2018

GLOBAL CHALLENGES | GLOBAL LEADERS

International Convention Centre, Sydney, Australia  
5-8 November 2018

### World Congress of Accountants 2018 Privacy Policy

#### 1. INTRODUCTION

CPA Australia Ltd ABN 64 008 392 452 ("**CPA Australia**") and Chartered Accountants Australia and New Zealand ABN 50 084 642 571 ("**CA ANZ**") (together the "**WCOA Hosts**") have agreed to stage the World Congress of Accountants in October 2018 ("**WCOA**"). For that purpose, they have jointly engaged MCI Australia Pty Ltd ABN 76 108 781 988 ("**MCI**" or "**we**") to help market and organise the event.

This privacy policy outlines how personal information collected in connection with the WCOA will be handled by MCI and our commitment to the protection of your privacy. The WCOA Hosts and MCI deal with personal information in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and *Spam Act 2003* (Cth), including any applicable privacy and spam laws and regulations of other applicable jurisdictions. For information about the information handling processes and policies of each of the WCOA Hosts:

- (a) for CPA Australia, visit: <https://www.cpaustralia.com.au/utilities/privacy> and
- (b) for CA ANZ, visit: <https://www.charteredaccountantsanz.com/privacy-policy>.

By participating in the WCOA or otherwise interacting with the WCOA Hosts and/or MCI in connection with the WCOA, you acknowledge that MCI (including its agents and subcontractors) may collect, store, use, and disclose your personal information in the manner set out in this privacy policy. Any personal information collected by MCI (including its agents and contractors) in connection with the WCOA is collected for and on behalf of the WCOA Hosts.

It is the responsibility of all MCI staff, its agents and contractors to comply with all applicable privacy laws and this policy.

MCI will report any breaches of this policy to the Privacy Officers of the WCOA Hosts of which they become aware. In some cases, it may also be necessary to make mandatory notifications to relevant regulatory authorities. Persons whose personal information is collected in connection with the WCOA may have rights to complain to regulatory authorities about the way that their personal information is handled. That is likely to be the case, for example, in respect of the European Union.

Breach of this policy includes:

- non-compliance with the terms of this document or the privacy procedures MCI implements;
- gaining or attempting to gain unauthorised or inappropriate access to personal information held by MCI; and
- unauthorised disclosure or use of personal information held by MCI, to third parties.

This privacy policy was last updated on 19 October 2017.

## **2. KINDS OF PERSONAL INFORMATION COLLECTED AND PURPOSES OF PERSONAL INFORMATION COLLECTION**

Broadly, the individuals we collect information from can be grouped into the following main categories:

- clients or staff of clients who may be acquiring or proposing to acquire our services;
- attendees of the conferences or other events that we manage for our clients; and
- suppliers of goods or services to MCI and/or its clients.

We collect personal information for the purposes of providing our services and to enable us to manage our commercial relationship with our clients and suppliers.

We also collect personal information on behalf of the WCOA Hosts, so that the WCOA Hosts can contact clients and suppliers including participants in the WCOA to give them information about their respective services, including information about future events and activities which they may be interested in.

We routinely collect names, addresses, phone numbers and email details for contact and identification purposes.

We will also collect some "sensitive" information, including information about your membership with professional associations. We will only collect sensitive information about an individual, with their consent.

In the case of suppliers and other business contacts, we collect only that personal information (such as names, addresses, contact details and job titles) that we need to manage our contracts and commercial relationships with those suppliers.

We collect personal information about you whenever you use our services (whether the services are provided directly by us or by other companies or agents we work with), or interact with us, for example, through our website, call centre or mobile apps, including for example:

- when you register to attend an event;
- when you register interest in an event;
- when you complete a customer survey or provide us with feedback;
- when you enter a competition or register for a promotion; or
- when you interact with us via social media services.

If you complete a group booking, you acknowledge that you may provide details relating to other individuals and will only do so with their consent.

We usually collect personal information directly from the individual.

In the case of attendees at the conferences and events we manage, we may also collect personal information from an external supplier of registration services.

Without your personal information, we may not be able to contact you or otherwise interact with you, process your registration for an event or perform our obligations and responsibilities.

### **3. PERSONAL INFORMATION HOLDINGS AND SECURITY**

We hold the personal information we collect in a variety of ways, including on our electronic (computer) database and on file in hard or soft copy. MCI has adopted various security measures to protect this information from unauthorised access and disclosure.

It is not appropriate to provide specific details of security measures adopted by MCI to protect information held by it. To do so could compromise those security measures.

MCI uses an appropriate combination of:

physical measures including locks and physical barriers;

- alarm systems;
- access technology, password systems and encryption where appropriate; and
- administrative protocols to exclude unauthorised persons or intruders from gaining access to the personal information we hold.

To maintain the integrity of information, MCI has acquired and will continue to acquire (within its means) computer virus prevention technology and makes use of other appropriate technology, such as password security protocols and "fire-walls" to exclude unauthorised access or hacking into its computer system.

### **4. DISCLOSE OF PERSONAL INFORMATION**

Clients and conference/event attendees - We will disclose personal information to third parties only as our clients and the attendees of their events would reasonably expect in the provision of our services – for example, to suppliers that we engage to provide goods and services in respect of the conference/event.

In addition to the suppliers we engage to supply goods and services for our clients' conferences and events, MCI may from time to time outsource management of certain functions, such as:

- our website and other information technology, including our data-base of contacts and clients; and
- marketing.

In such cases the external service provider may have access to personal information. In such cases it is our policy to include, where commercially possible, provisions in the contract with the service providers that obliges the service provider to comply with this privacy policy as well as applicable privacy laws.

We may also disclose your personal information to our professional advisers, such as our lawyers in any case where we need to seek advice.

We will not otherwise disclose your personal information to other third parties unless:

- we have your consent;
- making the disclosure is related to the primary purpose for which we have collected the information and we deem that you would reasonably have expected us to make the disclosure;
- we are required to do so by law, in which case we would inform you unless doing so itself would be unlawful or would impede or defeat the purpose of the disclosure; or
- we are negotiating a sale of our business, in which case we will disclose the information only if the other party with whom we are negotiating agrees to refrain from use of the information until it completes the purchase.

We will never sell your personal information unless we have your express consent; or the sale is part of a sale of our business or a part of our business.

## **5. COOKIES**

MCI websites collect other information that may or may not be personal information. Each time you visit an MCI website, its server automatically recognises and stores your “address” (e.g. your domain name or internet protocol address), the type of internet browser you are using, the address of the site that “referred” you to the MCI website and “clickstream data” (i.e. data about the way you’re interacting with the website, including what you’re clicking on).

In addition, MCI uses “cookies” to collect data about the usage of our websites. A cookie is a small text file that is placed on your computer, smartphone or other internet-enabled device. Most web browsers are set by default to accept cookies.

If you do not wish to receive any cookies you may set your browser (such as Firefox, Google Chrome, Internet Explorer or Safari) to either prompt or refuse cookies. Please note that rejecting cookies may mean that not all the functions on the MCI websites you visit will be available to you.

One of the sites that let you control what information is collected about you is Your Online Choices ([www.youronlinechoices.com.au](http://www.youronlinechoices.com.au)).

## **6. OVERSEAS DISCLOSURE**

If we need to disclose personal information we collect to any person overseas, we will obtain consent to do so. It is not possible to list the overseas countries where we may need to do this – it will depend on each particular case.

Where we collect personal information from outside Australia, we will try to comply with the laws of that place in relation to transferring such information across national borders. Personal information collected from outside Australia relating to an event to be held in Australia is likely to be transferred to Australia.

Safeguards include the Privacy Policies of the WCOA Hosts and, in the case of the European Union, rights which individuals are likely to have to get copies of transfer agreements. Other rights in relation to the European Union are likely to include the right to object to direct marketing and the right to be forgotten. Such information will be retained by MCI only so long as it is required in relation to the event in question. In collecting such

information, MCI will be relying on its legitimate interests as a commercial entity engaged by the WCOA Hosts to assist the WCOA Hosts market and organise the WCOA.

## **7. YOUR ACCESS AND CORRECTION RIGHTS**

The Privacy Act and other applicable legislation requires MCI to provide individuals with access to the personal information which MCI holds about them - unless there is an exception available under the Privacy Act or other relevant legislation.

If you would like to access to the personal information that we hold about you, please make a request in writing to MCI's Privacy Officer (details below).

MCI will respond to requests for access as soon as possible. In most cases we will acknowledge the request within 14 days and provide a substantive response within 30 days. Though we may ask, we will not require an explanation of why the request has been made as a pre-requisite to giving access. We will not charge a fee for access.

Some circumstances where it may be appropriate and lawful for MCI to deny access are where:

- providing access would unreasonably be to the detriment of the privacy of another individual;
- the request is frivolous or vexatious;
- the information relates to existing or anticipated legal proceedings between MCI and the individual, and the information would not be available by the legal discovery processes;
- giving access would reveal MCI' intentions in relation to negotiations with the individual and prejudice those negotiations for MCI; or
- providing access would be unlawful or if denying access is required or authorised under law.

This is not an exhaustive list of circumstances where we may be entitled or perhaps required to deny access.

## **8. USE OF GOVERNMENT IDENTIFIERS**

MCI may collect them but we will not use government identifiers such as tax file numbers or Medicare numbers as a means of identifying a person from whom the identifier has been collected.

## **9. ANONYMITY**

Given the personal nature of our services, it is not normally appropriate for individuals to remain anonymous in their dealings with MCI. Use of our website would not normally involve our collection of personal information identifying the individual – unless the browser sends us an email via our website with identifying information in it.

## **10. CONTACT AND COMPLAINTS**

If an individual:

- has an enquiry about our information management or privacy procedures;
- wishes to request access to their personal information;

- wishes to see a copy of this policy;
- wishes to withdraw consent given to use of their personal information; or
- wishes to make a complaint about our handling of personal information,

... that person may contact our Privacy Officer by the following means:

Phone: 61 7 3858 5400

Fax: 61 7 3858 5499

Email: [australia@mci-group.com](mailto:australia@mci-group.com)

Postal Address: The Privacy Officer, MCI Pty Limited, Level 11, 87 Wickham Terrace, Spring Hill, Queensland, 4000, Australia.

Complaints will be dealt with in the first instance by our Privacy Officer or in his/her absence, by a person nominated by him/her. Complaints must be made in writing. This will allow us to deal with complaints in a professional, sensitive and consistent manner in compliance with the Privacy Act.

We will acknowledge receipt of a request within 14 days of receiving it and we will respond within 30 days of receipt. We will also do our best to deal with the complaint within that time, assuming that we are able to investigate and ascertain the necessary facts in that time. We will let you know if it is likely to take much longer.

Complainants will be given an opportunity to put their complaint in writing, to propose a remedy for the complaint and to discuss the matter with the MCI Privacy Officer.

The Privacy Officer will determine in the case of each complaint (if any) what is to be done, if anything, to redress the complaint. Also, the Privacy Officer will assess any whether the complaint demonstrates a systemic problem and will make recommendations to the management of MCI as to how to address/rectify such issues if they are identified.

## **11. VARIATIONS TO THE PRIVACY POLICY**

We reserve the right to modify this privacy policy at any time by publishing an updated version of this privacy policy on our website, after which, your continued use of the website or your provision of any further personal information will indicate your acknowledgement to the modified terms of this privacy policy.