

Internet/Website Privacy policy

The Master Plumbers' & Mechanical Services Association of Australia are committed to ensuring the privacy of personal information which you (the Visitor) might supply to us at this site (Visitor Data). When you access this site and submit any Visitor Data to us, your submission is an acknowledgment of and agreement with the terms of this statement and to the use of that Visitor Data by the association.

Any Visitor Data of a personal or sensitive nature that is collected from this site by MPMSAA will only be used as necessary for the business to be transacted between us and for the purposes of providing our Visitors and Members with better services and products. It will not be disclosed to anyone else unless we are required by law to disclose it or you tell us we can or should.

Emailed responses and additional or new information regarding the products and services of MPMSAA may be accessed on this site based on information we have collected from our Visitors. Much of the information can be collected automatically when a Visitor hits this site. We also provide an email address for you to send us information about the site or our products and services or concerns about the privacy of information. The email address is listed on the [Contact Us](#) page.

Where there is a password or key provided to you to access this site or any secure part of it, then it is important to keep that password or key secret like an ATM PIN. Visitor Data held by us is kept in a separate secure location not accessible from the Internet.

We may, in the ordinary course of our own business, use Visitor Data to direct market our products and services. Where you have provided information by email, this electronic method will be used in preference to other methods. You should indicate in your email if you prefer not to receive that marketing material in this manner. Most of the information we send to you which might be classed as direct marketing material will also provide you with an opportunity to refuse future material from us.

If any of the personal information which you submit to us through the Website, changes or becomes inaccurate, we ask that you notify us of the changes through the appropriate contact person as directed in the "[Contact Us](#)" section or by phoning the office on (03) 9329 9622. Unless you tell us, we cannot be responsible for inaccurate or out of date information.

MPMSAA is continually assessing and updating its systems to ensure the security of information on the Website as well as that retained on our independent systems. All reasonable efforts are made to provide an acceptable level of confidence that Visitor Data cannot be used by unauthorised persons or in a manner likely to affect the reputation or standing of Visitors.

The sort of information we hold and collect from the Visitor Data and which might include personal information is:

- * your organisation's legal name
- * your business and trading names
- * the name and title of the individual who represents your organisation or accesses the Website on your behalf
- * the email address of that individual and the organisation
- * the website address and the domain type of your organisation
- * the telephone, facsimile, postal and street addresses of the organisation
- * information disclosed about your organisation in the enquiry or message submitted in the

Visitor Data, including information we might be able to infer from the context such as sectoral, employment, turnover, geographical, and size issues
* the subject matter of the enquiry or message.

Much of what is collected and stored is for our own use only to evaluate the effectiveness of our Website and the services and products we post on that site. We use the information to improve the site content or navigation. Cookies may be used to gather statistical information that will assist in understanding what users find interesting and useful on our Web site. No personal information can be identified about the user through cookies. However, they will enable you to take full advantage of the services we offer. The use of cookies is an industry standard and you'll find most major websites use them. Most Internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your Internet browser to disable cookies or to warn you when cookies are being used. Alterations to these settings may, however, affect the functionality of our Website.

Other information might be used by us to enable us to be proactive in assisting you in matters that either you or we have identified as relevant to your organisation and in particular, we may contact you to assist you in navigation of the Internet itself or location of like organisations suppliers or others with whom you may deal. We may also use the information to contact you and alert you to regulatory or compliance matters that might affect you. Or we simply use the information to contact you to obtain your consent or authority to use the Visitor Data in a particular way not mentioned here.

Subject to the rights of other Visitors and persons whose information may be collected and aggregated with yours, you may request and we will disclose to you details of your personal information in the Visitor Data that we hold at any time. Given our commitment to your privacy, we can request verification from you and evidence to support such a request to ensure that the person who so requests that information is the person entitled at law to receive it.

Most importantly, your personal Visitor Data will not be given to any third party by us, unless it is specifically required by law (law enforcement rights or where there is a threat to someone's safety involved are the usual cases) or where full details have been given to you and you have provided us with your approval or consent.

You should be aware that our website from time to time will contain links to other sites and those sites may have different privacy provisions. MPMSAA is not responsible for those sites or for any consequences of you accessing them through our Website.

You may at any time request MPMSAA to delete all Visitor Data held by us in relation to your organisation and we will take all reasonable steps to action that request promptly. However, there may be technical or other constraints to completely destroying all details of your visit and the information contained in your Visitor Data, as well as legal and statutory duties and responsibilities imposed on us that might also prevent us from destroying or removing from our records all such information.

The MPMSAA is a leading employer representative and is committed to the promotion of the highest standards of compliance in all regulatory matters affecting our members and industry in Australia.