

institute of
**MANAGERS
AND LEADERS**



EVENTS

TERMS & CONDITIONS



GENERAL

These IML Event Terms and Conditions relate to the purchase of tickets for, and attendance at events held by the Institute of Managers and Leaders Australia and New Zealand (IML ANZ) Please review these terms prior to purchasing your tickets.

By purchasing tickets, you agree to be bound by these terms and conditions.

IML reserve the right to amend these terms and conditions at any time.

The current version will be available via our website (www.managersandleaders.com.au).

PROGRAM/SPEAKERS

The Institute of Managers and Leaders (IML) reserves the right to change the program at any time. Every effort will be made to ensure a program of equivalent standard.

BEHAVIOUR

You are expected to behave in a professional and appropriate manner at all IML Events. IML reserves the right to refuse entry of any person to an IML event, and to eject any person from an IML event based on behavior deemed inappropriate.

PAYMENTS

- Ticket prices are inclusive of GST.
- All bookings must be accompanied by full payment.
- Bookings will not be confirmed until payment is received in full.
- You can pay via credit card at the time of registration.
- Some Signature and CPD events allow payment via invoice.
- Should you request an invoice, it is important to note that your booking is not confirmed until payment is received.
- Payment is due immediately
- Be sure to record your deposit reference as your invoice number when making your deposit as noted on your Invoice.

Bank Account Details for EFT Payment

Australian Institute of Management (Group) Limited

BSB 084 004

Acct 84162 6411

Email your remittance to finance@managersandleaders.com.au

REFUNDS, TRANSFERS & CANCELLATION POLICY

All cancellations must be received in writing.

Signature Events (i.e. International Women's Day and Leadership Impact Series)

- For Signature Events (i.e. International Women's Day and Leadership Impact Series) IML will issue refunds for event bookings if you wish to cancel 21 days or more prior to the event.



- Within 21-14 days, a credit can be provided towards alternate event. Please contact the events team if you wish to make a cancellation.
- No refunds or credits will be provided within 14 days of the event.
- Cancellation of tickets must be provided in writing to events@managersandleaders.com.au
- Should you be unable to attend you can transfer your ticket to another person.
- Notification of transfer of tickets must be provided in writing to events@managersandleaders.com.au

CPD & Member Events (i.e TEL Talks, Fellows events, Masterclasses and Webinars)

- For CPD and Member Events (i.e TEL Talks, Masterclasses and Webinars) IML will issue refunds for event bookings if you cancel more than 14 days prior to the event.
- Within 14-7 days, a credit can be provided towards alternate event. Please contact the events team if you wish to make a cancellation.
- No refunds or credits will be provided within 7 days of the event.
- Cancellation of tickets must be provided in writing to events@managersandleaders.com.au
- Should you be unable to attend you can transfer your ticket to another person.
- Notification of transfer of tickets must be provided in writing to events@managersandleaders.com.au

EVENT CANCELLATION OR POSTPONEMENT

IML ANZ reserves the right at any time to:

- change the format, participants, content, location and timing or any other aspect of the Event;
- postpone the Event or any part of the Event; or
- cancel the Event or any part of the Event, and will not be liable for any damages, costs, losses or expenses of any kind incurred or suffered by You as a result of or in relation to IML ANZ modifying, postponing or cancelling the Event or any part of the Event.
- if the location and/or timing of an event is changed or it is cancelled or postponed by IML ANZ you will be notified as soon as possible via email
- If the Event is cancelled or postponed by IML ANZ:for reasons that are beyond its reasonable control, IML ANZ may retain the Fee and will not be required to make any refund of the Fee; or
- for reasons other than as set out in the above clause, IML ANZ will refund the Fee minus any reasonable administration costs (as determined by IML ANZ).

Age Requirements

- Due to our events being held in licensed premises Ticket Holders aged under 18 years of age must be accompanied by a ticket holding parent, adult legal guardian or adult eligible carer aged 25 or older, when entering the Event and at all times whilst at the Event.



- Prize draws and/or Raffles held at IML ANZ events are open to people aged 18 and over only and entrants in the Prize draws and/or Raffle shall be deemed to have accepted these Terms and Conditions.

CPD Events

For all IML ANZ CPD events we:

- are not responsible for content provided by third parties at our events.
- have no obligation to verify the content of such information nor to edit any such information provided by third parties.
- do not endorse, support, represent or guarantee the truthfulness, accuracy, or reliability of any third party details and you acknowledge that any reliance on such information will be at your own risk.
- employ a reflective CPD model (not points based) and a Certificate of attendance will only be issued if requested. These certificates are only available for live webinars and cannot be issued for recorded webinars.
- are under no obligation to verify the content of our events comply with the delegate's accreditation scheme, we recommend that you gain approval of the session from your accreditation body before attending the event.

PHOTOGRAPHY/VIDEOGRAPHY

IML reserves the right to use any photography/ videography taken at any event held by IML, without the expressed written permission of those included within the photograph/video. IML may use the photograph/video in publications or other media material produced, used or contracted by IML including but not limited to: brochures, books, magazines, websites, social media etc.

A person attending an IML event who does not wish to have their image recorded for distribution should make their wishes known to the photographer and/or contact IML at events@managersandleaders.com.au in writing of his/her intention.

By participating in an IML event or by failing to notify IML in writing your desire to not have your photograph used by IML, you are agreeing to release, defend, hold harmless and indemnify IML from any and all claims involving the use of your picture or likeness.

Any person or organisation not affiliated with IML may not use, copy, alter or modify IML photographs, graphics, videography or other, similar reproductions or recordings without the advance written permission of an authorized person from IML.



PRIVACY POLICY

The Institute of Managers and Leaders (Group) Limited ACN 163 376 921 (IML) and its related bodies corporate (referred to in this document as we, us or our) recognise that your privacy is very important and we are committed to protecting the personal information we collect from you. The *Privacy Act 1988* (Cth) (Privacy Act), and the Australian Privacy Principles (APPs) govern the way in which we must manage your personal information and this policy sets out how we collect, use, disclose and otherwise manage your personal information.

COLLECTION

TYPES OF INFORMATION COLLECTED

We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the products and services you are seeking. The kinds of information we typically collect include:

1. your name, date of birth and gender;
2. contact details (your address, email, phone and facsimile details);
3. current and former employment details, including the name of your employer, your position with that employer, the duration of your employment and your management experience;
4. education and qualifications;
5. skills and areas of interest (professional and otherwise);
6. other professional memberships;
7. career intentions;
8. your IP addresses and the dates and times of visits to our websites; and
9. any other personal information which will enable us to process your application for membership;
10. survey information and data from events you attend or subscribe to;
11. bring your own device (BYOD) data from computers, laptops, tablets and phones you may bring to our venues, events and use to access our wireless provided network facilities;
12. website data from our website and websites you access whilst using our internet and wireless network services at our venues or events; or
13. and other relevant information relevant to providing you with the products and services you are, or someone else you know is, seeking.



Method of collection

Personal information will generally be collected directly from you through any of the following ways:

- (a) through our national and state office websites, including through online enquiry forms and cookies;
- (b) via email;
- (c) through a telephone conversation with you;
- (d) applications for membership or any of our standard forms;
- (e) registration and attendance at an event;
- (f) the provision of customer service and support, including dealings you may have with an our Member Services Officer;
- (g) requests for brochures, to join a mailing list or to be contacted for further information about our services;
- (h) responses to surveys or research conducted by us or on our behalf;
- (i) social media and other external websites; and
- (j) employment applications.

We may also collect personal information about you from third parties acting on your behalf.

There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Purpose of collection

The personal information that we collect and hold about you, depends on your interaction with us. Generally, we collect, use and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities and for the purposes of:

1. providing products and services to you or someone else you know;
2. assessing and approving your membership application;
3. responding to your enquiries;
4. providing you with information about other products and services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you;
5. providing you with information relevant to your type of business or other area of expertise or interest;
6. facilitating event and seminar enrolments;
7. processing transactions including for the payment of services and our materials;



8. processing library services and book sales;
9. processing venue hire;
10. third party training which occurs on AIM's premises;
11. improving and developing our products and services to you and other clients of ours;
12. measuring consumer interest in our services;
13. providing you with marketing and promotional material to inform you of our other products and services, journal publications and generally promote our memberships and events.
14. any consulting services you may request;
15. reporting to various government departments for the purposes of statistical analysis, records of qualifications/statements of attainment issued and to meet the requirements of training funding agreements.
16. providing membership support services;
17. accessing online systems; and
18. facilitating our internal business operations, including the fulfilment of any legal requirements

FAILURE TO PROVIDE INFORMATION

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the products and services you, or they, are seeking.

INTERNET USERS

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.



USE AND DISCLOSURE

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

1. our related entities to facilitate our and their internal business processes;
2. other IML interstate divisions including IML Regional Committees;
3. service providers, who assist us in operating our business and providing products and services to you (including information technology service providers or service providers who assist us in distributing our marketing material or maintaining our databases);
4. organisations that we have partnered with, including certain consulting firms, educational institutions and public-sector organisations and agencies;
5. our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about products and services and various promotions. In some circumstances, the law may permit or require us to use or disclose personal information for other purposes (for instance where you would reasonably expect us to and the purpose is related to the purpose of collection).
6. We are likely to disclose personal information about you overseas. We may disclose your personal information to overseas recipients in the USA, UK, NZ, & Asia Pacific for support and assistance as we use cloud based internet applications that are hosted outside of Australia for our operational business platform.

SECURITY

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We take all reasonable measures to ensure that your personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

ACCESS AND CORRECTION

You may access the personal information we hold about you, upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us



immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

COMPLAINTS AND FEEDBACK

If you wish to make a complaint about a breach of the Privacy Act, the APPs or a privacy code that applies to us, please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner. To lodge a complaint, visit the 'Complaints' section of the Information Commissioner's website, located at <http://www.oaic.gov.au/privacy/privacy-complaints>, to obtain the relevant complaint forms, or contact the Information Commissioner's office.

If you have any queries or concerns about our privacy policy or the way we handle your personal information, please contact us at:

Street address: Level 16, 40 Creek Street, Brisbane, Queensland, 4000

Email address: privacy@managersandleaders.com.au and andleaders.com.au

Telephone: 1300 661 061

Website: www.managersandleaders.com.au

For more information about privacy in general, you can visit the Office of the Information Commissioner's website at www.oaic.gov.au.

