

institute of
MANAGERS 
AND LEADERS

EVENTS 2018/2019

TERMS & CONDITIONS



CANCELLATION POLICY PHOTOGRAPHY/VIDEOGRAPHY

All bookings must be accompanied by full payment. Bookings will not be confirmed until such time as payment is received in full. IML will issue refunds for event bookings if you wish to cancel 7 days or more prior to the event. Within 7 days, a credit can be provided towards alternate events. Please contact the events team if you wish to make a cancellation.

PHOTOGRAPHY/VIDEOGRAPHY

The Institute of Managers and Leaders (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 organization 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.

CARD HOLDER STATEMENTS

The name that will appear on your statement will be IML ANZ.

PRIVACY POLICY

The Institute of Managers and Leaders (IML) collects personal information from Members, non-members (including existing and prospective customers), students, suppliers, contractors, consultants and prospective employees, and other individuals for the purposes listed in section 3 below.

1. The kind of personal information that IML collects

The kind of personal information that IML will collect from you will depend on the circumstances in which that information is collected. It may include:

- your name, date of birth and gender;
- contact details (your address, email, phone and facsimile details);
- 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;
- education and qualifications;
- skills and areas of interest (professional and otherwise);
- other professional memberships;
- career intentions;
- your IP addresses and the dates and times of visits to IML's websites; and



any other personal information which will enable IML to process your application for membership.
Survey information and data from events you attend or subscribe to

Bring your own device (BYOD) data from computers, laptops, tablets and phones you may bring to IML venues, IML events and use to access IML wireless provided network facilities

Website data from IML websites and websites you access whilst using IML internet and wireless network services at IML venues or IML events.

When registering into accredited programs IML is obligated to obtain Australian Vocational Education and Training Management of Information Statistical Standard data which includes: whether you are Aboriginal or a Torres Strait Islander; and whether you have a disability.

2. How IML collects personal information

IML usually collects personal information through:

Its national and state office websites, including through online enquiry forms and cookies; applications for membership;

enrolment, registration and attendance at event or professional development sessions;

the provision of customer service and support, including dealings you may have with an IML Client Services officer:

requests for brochures, to join a mailing list or to be contacted for further information about IML's services; responses to surveys or research conducted by IML or on IML's behalf; social media and other external websites; and employment applications.

3. Use and disclosure of personal information

IML's main purposes for collecting, holding, using and disclosing personal information are the following:

to process and approve applications for membership with IML; facilitate program and seminar enrolments;

transactions including for the payment of services and IML materials; library services and book sales; venue hire;

third party professional development which occurs on IML's premises; improve and develop IML's products and services to you and other clients of IML; measure consumer interest in IML's services; marketing and promotional purposes including to inform you of other IML products and services, journal publications and generally promote IML memberships, events and professional development. any consulting services you may request;

Report to various government departments for the purposes of statistical analysis records of qualifications/statements of attainment issued and to meet the requirements of professional development funding agreements. student support services; access to online systems.

4. Accessing and correcting the information IML keeps about you

You may at any time request access to the information that IML has collected from you. IML prefers that this

request be in writing. All enquiries should be made by contacting IML in one of the ways below: Email: privacy@managersandleaders.com.au



Phone: 1300 661 061

In writing: Privacy Officer, level 2, 7 Macquarie place, Sydney NSW 200

IML may require that you provide sufficient identification before allowing you to access the personal information held about you. If IML is required or authorised by law to do so, it may refuse to provide you with access to this information.

IML may charge a fee for you to access your personal information held. If so, IML will advise the amount of that fee once your request for access is assessed, and may require payment prior to allowing you to access your personal information. IML will not charge a fee for you to lodge a request for access.

IML will either provide you with access or inform you of its decision to refuse access within 30 days of receiving your request.

5. Contacting IML

IML is committed to providing a fair and responsive system for handling and resolving complaints. If at any time you wish to lodge a complaint in respect of the handling, use or disclosure of your personal information by IML you may do so by completing the Complaints Form and posting it to the following address:

Privacy Officer

The Institute of Managers and Leaders

Level 2, 7 Macquarie Place

Sydney NSW 2000

Alternatively, you may contact IML's Privacy Officer by email at: privacy@managersandleaders.com.au

IML will investigate your complaint and will use reasonable endeavors to respond to you as soon as reasonably possible, but no later than 30 days after receiving your complaint.

If IML fails to respond to your complaint or if you are not satisfied with the response that you receive from IML, you may have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC).

6. Disclosure overseas

IML may disclose your personal information to other organisations. These may include interstate IML divisions, organisations that are contracted to provide services to IML (e.g., to distribute marketing material or maintain databases), and/or organisations IML has partnered with, such as certain consulting firms, educational institutions and public sector organisations and agencies.

General, IML may disclose your personal information to overseas recipients in the USA, UK, NZ & Asia Pacific for support and assistance as it uses cloud based internet applications that are hosted outside of Australia for its operational business platform.

7. General

IML reserves the right to amend this Privacy Policy at any time and notify you by posting an updated version of the Policy on IML's website.



This Privacy Policy is in effect as at 12 May 2014.

The business trading name that will appear on your customer card holder statement will be Australian Institute of Management (Group) Ltd trading as Institute of Managers and Leaders ANZ.

Collection Statement

The Institute of Managers and Leaders and its affiliates (“IML” or “we” “us” or “our”) collect your personal information (such as your name, contact details and company/employer) directly from you when you request

that we consider your application for membership, enrol in an event or professional development program or

submit an online entry form, or otherwise.

We collect your personal information for the purposes of keeping you informed of the services we offer

and developments that may be of interest to you, notifying you of events and professional development

programs that we are holding and running surveys to improve our services or to conduct thought leadership. If

you are undertaking training to meet the eligibility requirements for an accreditation, we may contact you

either directly or via a third party to assist with your education, curriculum and assessment.

If we do not collect your personal information as described, we may not be able to provide you with the

information you have requested or provide certain services to you.

We may disclose some or all of this personal information to third parties with whom we may collaborate

for events or professional sessions, or service providers providing services such as marketing or IT management

IML may disclose your personal information to overseas recipients in the USA, UK, NZ, & Asia Pacific for support and assistance as it uses cloud based internet applications that are hosted outside of Australia for its operational business platform.

Our privacy policy above contains information about how you may access the personal information that is held by us and seek correction of such information. This policy also contains information about how you may complain to us about a breach of the Australian Privacy Principles and how we will deal with such a complaint.

You can contact us at privacy@managersandleaders.com.au or by phone to 1300 661 061.

If you have any question, please feel free to contact the Institute of Managers and Leaders Events Team on

events@managersandleaders.com.au.

Go to www.managersandleaders.com.au/events for further information on up and coming IML events.

