



Privacy Policy

Your privacy and the privacy of your personal information are very important to us and this policy outlines how we collect, use and disclose your personal information.

The Western Australian Railways Institute Inc (ABN 17 610 289 692) "WARI" and its related affiliates, collect and handle your personal information in accordance with the Australian Privacy Principles (APP's), under the Privacy Act 1988 (Cth).

For the purposes of this policy, the term "WARI", "we" or "us" means either The Western Australian Railways Institute Inc and its related affiliates, or any one of those entities unless otherwise noted.

By providing your personal information to us, you agree to our collection, use, and disclosure of your personal information (including sensitive information such as health information) in accordance with this privacy policy.

If you do have any questions or concerns about privacy, please speak with one of our Customer Service Officers at the WARI Office, call 08 9326 2773, email or write to us.

What personal information do we collect?

We may collect the following personal information from you:

- Your name, contact details, date of birth, gender, and membership number, and service number (if applicable).
- Your preferences, interests, feedback, and opinions about our activities and events.
- Your payment details, such as credit card or bank account information, when you make a booking or purchase with us.
- Your image or voice, such as in photos or videos, when you participate in our activities and events or consent to be featured in our promotional materials.
- Your online activity, such as your IP address, browser type, device type, operating system, pages visited, and cookies, when you access our website or social media platforms.



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How do we use your personal information?

We may use your personal information for the following purposes:

- To provide you with our services and products, such as processing your bookings or purchases, confirming your attendance, issuing receipts or invoices, and delivering your orders.
- To communicate with you about our activities and events, such as sending you newsletters, invitations, reminders, surveys, or updates.
- To improve our services and products, such as conducting research and analysis, seeking feedback, or testing new features or functions.
- To market our services and products, such as sending you offers, promotions, or advertisements that may interest you.
- To comply with our legal obligations, such as reporting to authorities, resolving disputes, or enforcing our terms and conditions.

How do we disclose your personal information?

We may disclose your personal information to the following parties:

- Our staff, volunteers, contractors, or service providers who assist us in operating the Institute or providing our services and products.
- Our affiliates or partners who collaborate with us in organising or sponsoring our activities and events.
- Our advertisers or sponsors who support our club or offer benefits to our members and guests.
- Other members or guests who participate in our activities and events or interact with you on our website or social media platforms.
- Third parties who require your personal information for legal reasons, such as law enforcement agencies, courts, regulators, or auditors.



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How do we protect your personal information?

We take reasonable steps to protect your personal information from unauthorized access, use, modification, disclosure, or loss. We use appropriate physical, technical, and administrative measures to safeguard your personal information. For example,

- We store your personal information on secure servers that are protected by firewalls and encryption.
- We limit the access to your personal information to only those who need it for legitimate purposes.
- We train our staff and volunteers on how to handle your personal information in accordance with this privacy policy.
- We review our security practices regularly and update them as needed.

How long do we keep your personal information?

We keep your personal information for as long as necessary to fulfil the purposes for which we collected it or as required by law. We will delete or anonymize your personal information when it is no longer needed or relevant. For example,

- We will retain your membership details for the duration of your membership and for a reasonable period after its expiry or termination.
- We will retain your payment details for the period required by tax laws or accounting standards.
- We will retain your feedback or opinions for the period required by research ethics or quality assurance.
- We will retain your image or voice for the period required by consent forms or media agreements.



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What are your rights regarding your personal information?

You have the following rights regarding your personal information:

- You have the right to access your personal information that we hold about you and request a copy of it.
- You have the right to correct any inaccurate or incomplete personal information that we hold about you.
- You have the right to request that we delete or erase your personal information that we no longer need or have a valid reason to keep.
- You have the right to object to or restrict our use of your personal information for certain purposes, such as marketing or profiling.
- You have the right to withdraw your consent to our use of your personal information at any time.
- You have the right to complain to us or a relevant authority if you believe that we have breached this privacy policy or violated your privacy rights.

How can you contact us about this privacy policy?

If you have any questions or concerns about this privacy policy or how we handle your personal information, please contact us at:

The Western Australian Railways Institute (WARI)
Public Transport Centre,
116 West Parade
EAST PERTH WA 6004
Phone 08 9326 2773 | Email wari@wari.asn.au

We will respond to your inquiry as soon as possible and try to resolve any issues that you may have.

How do we update this privacy policy?

We may update this privacy policy from time to time to reflect changes in our practices, laws, or regulations. We will notify you of any significant changes by posting a notice on our website or social media platforms or by sending you an email. We encourage you to review this privacy policy periodically to stay informed about how we protect your personal information. Your continued use of our services and products after we update this privacy policy constitutes your acceptance of the revised policy.

This privacy policy was last updated on 13 October 2023. WARI © 2023