



THE CHILDREN'S
BOOK COUNCIL
OF AUSTRALIA

SINCE 1945 — YOUR CONNECTION TO STORY

Patrons: His Excellency General the Honourable David Hurley AC DSC (Retd)
Governor-General of the Commonwealth of Australia
and Her Excellency Mrs Linda Hurley

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CBCA Privacy Policy

Introduction

The Children's Book Council of Australia respects your privacy.

We regard privacy as an important part of our relationship with our customers, users of our websites (including but not restricted to, <https://cbca.org.au>, <https://store.cbca.org.au>, <https://readingtime.com.au> and <https://shadowjudging.cbca.org.au>, <https://awards.cbca.org.au>) and any other websites or domains held by us from time to time) and others outside our organisation from whom we collect personal information.

We may require personal information from you in order to provide the best service possible. This policy outlines how and why we collect, handle, use, disclose, store, secure and dispose of your personal information.

What is personal information and how and why do we collect it?

Personal information is information that identifies an individual. Examples of personal information we may collect include: names, postal addresses, email addresses, phone numbers, facsimile numbers and on occasion some demographic information (such as age, gender, ethnicity). Correspondence from and to you, including emails and any associated metadata, may also be collected and stored.

This personal information may be obtained in many ways including by correspondence, email, telephone or facsimile, via our websites, webform submissions, online payment service and social media platforms, from enquiries, orders, accounts, memberships, applications, subscriptions, registrations, bequests and donations, from entries and judging for the Children's Book Council of Australia Book of the Year Awards, from registrations and renewals for the Children's Book Council of Australia Sun Project: Shadow Judging, from interviews, festivals, conferences, licences, reviews, media, publications or publicly available sources, from information provided to us by our State and Territory branches, and from our partners, sponsors, affiliates, collaborators and other third parties .

We collect your personal information for the primary purposes of providing goods and services to you, managing our relationship with you, grant applications, reporting and acquittals, administering our websites, record-keeping, complying with our legal obligations, and promoting, planning and fulfilling the purposes and activities of The Children's Book Council of Australia. We may also use your personal information for the other reasons set out in this policy, or for secondary purposes closely related to these primary purposes in circumstances where you would reasonably expect such use or disclosure.

The CBCA AWARDS FOUNDATION Proudly funding prizes for the Children's Book of the Year Awards

BENEFACTORS: •Scholastic Australia •Allen & Unwin •Laurie Copping OAM (in memoriam) •Maurice Saxby AM •Thyne Reid Trust No. 1
MAJOR DONORS: <http://cbca.org.au/awards-foundation>

Orders

If you purchase a product or service from us, we may request certain personal information from you. You may be required to provide contact information (such as name, email, phone number and postal address) and financial information (such as credit card details). We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

Communications

The Children's Book Council of Australia also uses personal information for communicating with you, managing our relationship with you and record keeping. We may also use this information for other purposes, including sending you newsletters or promotional emails. If at any time you do not wish to receive such correspondence, you can request to be removed from any mailing lists by either emailing us at admin@cbca.org.au or by clicking the unsubscribe option where applicable.

Website use

We use Google Analytics to gather data on use of our websites. The data is anonymised so that it cannot be allocated to a specific person. The saved information is used for the compilation of reports on the use of our websites. These reports help us evaluate and improve the function of our websites. The usage data may be used for the purpose of analysing the use of our websites and services and improving the goods and services that we offer and provide.

Cookies

We use cookies, [including third party cookies,] to measure the use and efficacy of our websites, for authentication or to improve website navigation. Cookies are small data files placed on your computer or device to collect information about your website usage. We may gather information through cookies to analyse trends, administer our websites, track users' movement on our websites and gather broad demographic information. This information does not identify you personally. By using this website, you consent to the use of these cookies. While most browsers are set to accept cookies automatically, which will cause cookies to be saved on your system, you can limit the use of cookies by adjusting your browser settings. Blocking or disabling cookies may, however, disrupt the proper functioning of many websites, including our websites.

Storage and security of personal information

The security of your personal information is important to us. Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When you enter sensitive information (such as credit card numbers) on our online payment service, we encrypt that information using secure socket layer technology (SSL). When credit card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete credit card details. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. If you have

any questions about security of our online payment service, you can email us at store@cbca.org.au.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. Other than the sensitive information described above, most other personal information is or will be stored by us for a minimum of 7 years.

eWAY Payment Gateway

The Children's Book Council of Australia's E-Store uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the internet. All online credit card transactions performed on our website using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by the Children's Book Council of Australia or any outside party.
- All transactions are performed under 256 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party processor.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by the Children's Book Council of Australia.

For more information about eWAY and online credit card payments, please visit www.eWAY.com.au

Third Parties

The Children's Book Council of Australia may at its discretion use other third parties to provide services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. We do not authorise those third parties to use your personal information for any other purpose. The Children's Book Council of Australia does not share any personal information with third parties for any unknown or unrelated uses.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Legal requirements

We further reserve the right to disclose your personal information as required or authorised by law or where we believe that disclosure is necessary to protect or defend our rights and/or to comply with a legal or administrative proceeding, an order or a legal or regulatory process.

Third party links and content

Our websites may contain links to the websites of third parties, and embedded content from third party websites (for example, videos, images or articles). Third party links and embedded content are not included within the scope of this policy. We are not responsible for and do not guarantee website links, embedded content or practices of any third parties and we assume no liability in this regard.

Accessing and maintaining your personal information

It is important to us that your personal information is up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you. If you no longer desire our services or no longer wish us to hold your personal information, you may (subject to certain exceptions) request that we delete it. We will not delete any data that we are obliged to keep for administrative, legal, or security purposes.

We will not charge a fee for your request. In order to protect your personal information, we may require identification from you before complying with your request.

To make a request, please email us at admin@cbca.org.au.

Changes to our privacy policy

We reserve the right to modify this privacy statement at any time. If we change our privacy policy, we will place an updated version of it on our websites so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

Contact us

If you need more information about our privacy policy and procedures, or if you have any queries, concerns or complaints, please contact us at:

National Executive Officer

The Children's Book Council of Australia

Level 2 State Library of Queensland, Stanley Place, South Brisbane 4101

Phone: 07 3842 9120

Freecall: 1300 365 922

Email: admin@cbca.org.au

The Children's Book Council of Australia Security Policy

The Children's Book Council of Australia (CBCA) uses Shopify's Shopify Payment service which is certified Level 1 PCI DSS compliant. This compliance extends by default to all stores powered by Shopify.

You can read more about Shopify's security and PCI compliance at <https://www.shopify.com/au/security/pci-compliant> or read their Compliance reports from <https://help.shopify.com/en/manual/privacy-and-security/account-security/compliance-reports>.

The CBCA Book of the Year Award is operated by AwardsForce. This CMS uses the eWAY Payment Gateway for its online credit card transactions through AwardsForce. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

Payments are fully automated with an immediate response.

Your complete credit card number cannot be viewed by the CBCA or any outside party.

All transactions are performed under 256 Bit SSL Certificate.

All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.

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