

ARISO Privacy Notice

1. Introduction

Australian Rail Industry Standards Organisation (ARISO) is committed to protecting your personal data. Please read this privacy notice carefully as it sets out how and why ARISO uses your personal data when you access our website, services and/or otherwise engage with us, as well as explaining certain legal rights that you have under data protection laws.

If you have any questions or comments about this privacy notice, please find our contact details below.

Please note that we may change this privacy notice from time to time by updating this page. This privacy notice does not apply to any third-party websites, plug-ins or applications to which you may be directed from our website. Clicking on those links or enabling those connections may allow third parties to collect or share data about you and so we encourage you to read the privacy policies/notices on the other websites you visit. We do not accept any responsibility or liability for the privacy practices of such third parties and your use of them is at your own risk.

2. About us

ARISO is the national industry-led technical standards body responsible for supporting the development of mandatory standards, leading harmonised national standards and supporting local standards that drive safety, interoperability and efficiency across Australia's rail networks.

ARISO is a public company limited by guarantee. It is owned by its funding members who are, by and large, participants in the Australian Railway Industry. It also has overseas members from New Zealand, USA and Europe.

ARISO will manage privacy matters in accordance with community norms and in compliance with the relevant Australian legislation.

3. Application

ARISO will comply with the *Privacy Amendment (Notifiable Data Breaches) Act 2017* and the Australian Privacy Principles (APPs) contained in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, both of which amend the *Privacy Act 1988*.

The APPs are designed to protect the confidentiality of information and the privacy of individuals by regulating the way personal information is collected, used, disclosed and managed

This Statement explains the types of personal information that we may collect and hold, how that information is used and with whom the information is shared. It also sets out how you can contact us if you have any queries or concerns about this information.

3.1. What is personal information?

The Privacy Act defines personal information as:

...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Common examples are an individual's name, signature, address, telephone number, date of birth, bank account details and commentary or opinion about a person.

3.2. Why does ARISO collect personal information?

We collect personal information relating to our members, stakeholders, committee participants, customers, suppliers and partners for our business purposes, including as detailed generally on our websites. In particular, the information we collect is used to:

- understand you, your needs and how we can meet your needs now and in the future;
- provide quality training and education through courses;
- supply you with tailored and quality services and advice;
- understand current issues facing the rail industry
- comply with our legal obligations and
- manage our business and perform administrative and operational tasks, such as:
 - o Developing, tailoring, marketing and evaluating our services;
 - o Assisting with risk management;
 - o Training staff; and
 - o Undertaking planning, research and statistical analysis.

3.3. What personal information do we collect?

The types of personal information we may collect include contact information (such as your name, address, email address, fax and telephone number), images, information about your employer or the organisation that nominated you (if you are a committee member), your newsletter preferences, your committee affiliations and any feedback that you provide to us about our products and services, our website, or other matters.

Personal information is collected in a variety of ways including: forms filled out by individuals (including via online forms), emails, telephone conversations, online user-generated content and market research, face-to-face meetings and interviews. Where necessary and with your consent, we supplement the information we receive from you with information from third party sources, such as your employer or nominating organisation (if you are a committee member).

You will have the option of not identifying yourself or using a pseudonym when you deal with us. However, if you choose not to provide the information we need to fulfil your request for a specific product or service or to participate in standards development activities we may not be able to provide you with the requested product or service or we may not be able to allow you to participate in our activities as a committee member.

Cookies

We use cookies to collect some statistical data about visitors to the websites. The cookie doesn't track any personal information about you nor provide us with any way to contact you, and the cookie doesn't extract any information from your computer. We use cookies to gather statistics such as number of visits, pages viewed, types of transactions conducted, time online and documents downloaded to improve site usability.

If you wish to disable or remove cookies, please visit the 'Help' section of your browser or mobile device.

4. How might ARISO use and disclose your personal information?

ARISO will use and disclose your personal information for the primary purpose of collection (e.g. Development Group membership, events and conferences, training), or for reasonably expected secondary purposes which are related to the primary purpose, or for purposes to which you have consented, and in other circumstances authorised by the *Privacy Act*.

Generally, ARISO will use and disclose your personal information for a range of purposes, including to:

- a) provide you with our products or services that you have requested;
- b) respond to your queries or feedback;
- c) facilitate your participation in standards development in various capacities, including as a committee member;
- d) enable us to comply with our Standards Development Organisation (SDO) functions and requirements;
- e) provide you with any communications or publications in which we think you might be interested, or which you have requested;
- f) let you know about developments in our products, services, activities and programs that might be useful to you;
- g) facilitate your participation in forums, and training events; and
- h) consider employment applications.

5. Who do we share personal information with?

ARISO will disclose your personal information to third parties such as our members, our professional advisers, our external service providers (providing services such as distribution of newsletters, standards and other publications, and market research), other standards development organisations, your employer or nominating organisation, government, statutory or regulatory bodies and other committee members as required.

We will also disclose your personal information if it is required or authorised by law, where disclosure is necessary to prevent a threat to life, health or safety, or where we are otherwise permitted by the *Privacy Act*.

Personal information may be included in documents that are identified as Committee-in-Confidence such as:

- a) opinions expressed in committee meetings and recorded in the meeting minutes, and
- b) comments submitted as part of the standards development process where committee members can be identified; and
- c) documents labelled as Committee-in-Confidence may be circulated within the committee or to the responsible parent committee.

We do not sell or license your personal information to third parties.

6. How do we keep your personal information secure

All personal information collected by ARISO through the website is stored electronically in a secure database. We will not store personal information for longer than necessary and when it is no longer required, it shall be deleted from the database. If, from time to time, any information stored by ARISO in electronic form is reproduced in hardcopy

pursuant to the uses described in this Statement, or as otherwise permitted or required under law, ARISO shall ensure that such hardcopies are stored securely at its office premises and shall see to the safe destruction of any such hardcopies within the same period as the electronic data to which it corresponds.

ARISO occasionally uses software to conduct surveys with you via email. Some of the information which you disclose in participating in the survey will be stored in information systems and technical infrastructure hosted within world-class, SOC 2 accredited data centres. Physical security controls at these data centres include 24x7 monitoring, cameras, visitor logs, entry requirements, and dedicated hardware cages.

ARISO will take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. The ways we do this include:

- a) limiting physical access to our premises;
- b) limiting access to the information we collect about you (for instance, only those of our personnel who need your information to carry out our business activities are allowed access. e.g. committee members only have access to the contact details of members of their own committee and not other committees);
- c) requiring any third-party providers to have acceptable security measures to keep personal information secure, and
- d) putting in place physical, electronic, and procedural safeguards in line with industry standards.

If we no longer require your personal information and are not legally required to retain it, ARISO will take reasonable steps to destroy or permanently de-identify the personal information.

7. Accessing the information, we hold about you

Under the APPs, you will be able to obtain a copy of the personal information that we hold about you. The APPs provide some exceptions to your rights in this regard. To make a request to access this information, please contact us in writing. We will require you to verify your identity and specify what information you require.

7.1. Updating your personal information

We endeavour to ensure that the personal information we hold about you is accurate, complete and up-to-date. Please contact ARISO if you believe that the information we hold about you requires correction or is out-of-date.

8. Is your personal information transferred overseas

Personal information is sent overseas in limited circumstances, including to:

- a) committee members who reside overseas, who will be provided with the contact details of other members of their committee, to enable their participation in standards development; and
- b) external service providers that assist our organisation with market research and the distribution of our products.

ARISO will not send your personal information to any other recipient outside Australia without obtaining your consent or otherwise complying with the APPs.

9. Complaints

If you are concerned that we have not complied with your legal rights or applicable privacy laws, you may bring a complaint internally through our complaints process or you may decide to make a formal complaint with the Office of the Australian Information Commissioner (www.oaic.gov.au) (which is the regulator responsible for privacy in Australia).

We will deal with complaints as follows:

Step 1: Let us know

If you would like to make a complaint, you should let us know by contacting our office:

The Company Secretary
Australian Rail Industry Standards Organisation (ARISO)
GPO Box 1267 | Brisbane QLD 4001 | Australia
Phone: (07) 3724 0000 | www.ariso.org.au

Step 2: Investigation of complaint

Your complaint will be investigated by an appropriate ARISO Management representative.

A response to your complaint will be provided in writing within a reasonable period.

Step 3: Contact OAIC

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also contact the Office of the Australian Information Commissioner as follows:

Office of the Australian Information Commissioner (OAIC)
(Complaints must be made in writing)
Director of Compliance
Office of the Australian Information Commissioner
GPO Box 5218 | Sydney NSW 2001 | www.oaic.gov.au

10. Changes to this privacy notice

This privacy notice was last updated in February 2026. We may change this privacy notice from time to time by updating this page.