



Redlands Coast Chamber of Commerce Policies & Procedures Manual

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Social Media Policy

When Does This Policy Apply?

If you personally use social networking platforms (such as Facebook, Twitter, Instagram, Snap Chat, Tik Tok or LinkedIn) to publish content, especially regarding the Redlands Coast Chamber of Commerce (RCCC), its employees, contractors, members, or sponsors, you must comply with this policy, whether within or outside the workplace or ordinary hours of work. This policy equally applies to any personal blogs you may operate.

General Requirements

The RCCC respects your right to use social networking sites as a medium for your personal communication and self-expression. However, the RCCC requires all employees, contractors, and committee members to ensure that the interests of its employees, members and sponsors and the reputation and business of the RCCC are protected at all times.

Information You Post Online

Information you post online, including on social media platforms, is not like having a verbal conversation with a person or group of people. 'Conversations' or posts online are in electronic form and have potentially wider circulation than a personal discussion. The nature of social media platforms means that comments might easily be forwarded to others, widening the audience for their publication. Even if you limit the privacy settings on your social media platform to your 'friends' or contacts, these might include employees, members, sponsors or contractors of the RCCC.

Further, social media platforms leave an often permanent written record of statements and comments. These can be read at any time in the future until they are taken down and, because of the nature of the internet, it can be difficult (if not impossible) to remove this information.

You should therefore exercise considerable care in using social networking sites and be aware that making comments or conducting conversations that relate to the RCCC employees, contractors, members, or sponsors can affect the RCCC reputation and business.

Information You Are Prohibited From Posting on a Website

Unless prior written permission is provided by the RCCC, the RCCC does not allow you to post the following information on any social media platform:

Confidential information

You must not disclose the confidential information of the RCCC or its members, sponsors, or contractors on any website. The confidential information of the RCCC is information held or communicated in any manner,

used or produced by the RCCC, whether or not marked as such, in the conduct of its business or relating to its financial affairs.

Intellectual property

You must make sure that you do not post any trademarks, proprietary information or other intellectual property of the RCCC or its members, sponsors, or contractors on a website.

Content that disparages the RCCC, its employees or external parties

The RCCC goodwill and customer connections are dependent on its reputation.

You must not post any content that disparages or is likely to have a harmful effect on the reputation or business of the RCCC.

Inappropriate Information

You must not use social networking sites at any time (whether during or outside work hours) to discriminate, harass, bully or victimise employees, members, sponsors, or contractors of the RCCC.

While you retain a position as a committee member for the RCCC, you must be aware at all times of your political affiliation and ensure any politically motivated comments made on any website, are in no way a reflection of the RCCC, its employees, members, sponsors, or contractors.

You must make sure that you have read and understand any other policies of the RCCC that may relate to these behaviours.

Consequences of This Policy

A breach of this policy may result in disciplinary action, which may include termination of your committee appointment.

The RCCC may request that you delete any information contained on any social media platform that is in breach of this policy.

Privacy Policy

At Redland City Chamber of Commerce Inc (trading as Redlands Coast Chamber of Commerce [RCCC]), we understand the importance of respecting and safeguarding the privacy of our members and visitors to this website. This statement sets out our policy for dealing with personal information that may be collected through this website. It explains what types of personal information we collect through the website, how we use that personal information, to whom we may disclose it and how you can contact us if you have any questions about this statement.

RCCC uses web services accessed through its secure web server. This includes all services voluntarily accessed by you where the disclosure of personal information is required.

This online privacy statement governs the collection, storage, use, access and disposal of data, including all personal information obtained on the RCCC website and for personal information collected when you subscribe or deal with us.

This privacy policy applies solely to the information you provide while visiting this website. The terms of this privacy policy do not govern personal information furnished through any means other than this website (such as telephone or via the mail). When you visit RCCC website, you could be directed to other sites. These sites are beyond our control. You should be aware that other websites to which you link may contain privacy provisions, which differ from RCCC privacy provisions.

You may browse and download articles from the RCCC website without providing personal information.

Collection of personal information

The Privacy Act (Cth) 1988 defines personal information to be "information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion."

RCCC collects different kinds of information in a variety of ways.

a) Website statistics - when a user visits the RCCC website, the server makes a record of the visit and logs the following information about the users environment:

- Server address
- Top level domain name (for example .com, .gov, .au, .net, .edu, etc)
- The time and date of the visit to the website
- The pages and documents accessed or viewed
- The type of browser being used

No attempt will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the service provider's logs.

b) Emails - RCCC will only record an email address if a user sends us a message or registers for any of the site's interactive tools. It will only be used for the purpose for which it was provided and will not be added to a mailing list without the users consent. It will, unless we are instructed to the contrary, be used to send you electronic bulletins and information updates from time to time, without further reference to you. We will not disclose a users e-mail address for any other purpose without the users consent.

c) Electronic forms - Personal information is collected by RCCC when users complete and submit one of the electronic forms on our website, register for an RCCC Account or access any of the RCCC services (such as job listings, blog posts, newsletter sign up or event registration). This will include a user's email address and may also include some personal information, such as contact details and other demographic information.

d) Cookies - RCCC does not use cookies in its website or in any of its web services applications. Cookies are small pieces of information that can be stored on a users hard drive (persistent cookies) or in memory (session cookies). They can record information about a users visit to the site, allowing it to remember them next time they visit.

Use of personal information

RCCC uses personal information for the following purposes:

- The provision of services and content relevant to users.
- Website and system administration.
- To deliver RCCC services, such as newsletters, events, job listings and more
- To create and publish relevant content.
- To allow users access to limited-entry areas of our website as appropriate.
- Communication, statistics, research and development.

RCCC may merge site-visitation data with anonymous demographic information for research purposes, and we may use this information in aggregate to provide more relevant content. RCCC occasionally hires other companies to provide limited services on our behalf, including website upgrades, content, newsletters and more. We will only provide those companies the information they need to deliver the service, and they are prohibited from using that to provide any other company or person.

No attempt will be made to identify individual users or their browsing activities other than for the purposes outlined above or as required by Australian law. The personal information collected on the RCCC website will not be disclosed to a third party except where authorised by the user or required by Australian law.

Publication and control of personal information

When a user gives us personal information, RCCC will not share that information with third parties without permission, other than our development team for the purposes of testing, validating or upgrading its services. Personal information will only be used for the purposes stated above.

RCCC will only publish personal information on its website if it has been collected for the purposes outlined above with your knowledge, or if you have otherwise consented to its disclosure.

Security of personal information

Personal information provided in an RCCC Account will be held by in the strictest confidence. RCCC takes all reasonable steps to ensure that the personal information we hold in our servers is not subject to loss, misuse or unauthorised access or alteration. The RCCC system uses a variety of security technologies and procedures to help protect personal information from unauthorised access, use or disclosure.

RCCC Inc also takes reasonable steps to destroy or permanently de-identify personal information if it is no longer required. While RCCC endeavours to implement the highest levels of security to protect users privacy while using its website. However it should be noted that there is an inherent risk associated with the use of an insecure public network such as the World Wide Web. Though minor, the potential does exist that a user's transactions (including e-mails) may be viewed, intercepted or modified by a third party.

Protection of children's personal information

The RCCC is a general audience site and does not knowingly collect any personal information from children.

Governing legislation

This privacy statement is written in accordance with Australian law, the Privacy Act (Cth) and adheres to the National Privacy Principles in the Privacy Amendment (Private Sector) Act 2000

REDLAND CITY CHAMBER OF COMMERCE INC DISCLAIMER

By visiting and using the RCCC website you accept all risks and responsibility for losses, damages, costs and other consequences resulting directly or indirectly from using this site and any information or material available from it. To the maximum permitted by law, RCCC excludes all liability to any person arising directly or indirectly from using this site and any information or material available from it. Be aware that RCCC provides advice only to the extent permitted by law. RCCC is not a law firm. It does not provide (directly or in any other form) advice which may be construed as being legal in nature. RCCC does not employ any legal staff.

Intellectual Property Laws Apply

Information on the website may be copyright to RCCC. It may be freely copied and redistributed for the purposes of research or information, provided that the original attributions, credits and source details remain attached. Under no circumstances should any of this material be sold. The views and interpretations expressed are those of RCCC.

Please know, the information:

- is not advice specific to your particular situation
- may not be accurate, current or complete
- is not legal in nature and cannot be substituted for legal statutes or acts (RCCC Does not and is not permitted by law to give legal advice of any kind)
- is subject to change without notice
- should never be relied on as the basis for doing, or failing to do, something

Links Are Not Endorsements

Links to this site are permitted but RCCC reserves the right to prevent linking or framing by giving notice. Links connecting this site with other sites are for convenience only and do not mean RCCC endorses or approves those other sites, their content or the people who run them.

Grievance Policy - for Employees, Contractors & Committee Members

If a person working for, or on behalf of, the Redlands Coast Chamber of Commerce (RCCC) or in an appointment committee member role, genuinely and reasonably believes they have been subject to some disadvantage, or unfair or inappropriate treatment at work due to some form of inappropriate conduct by one or more other person in the workplace, they can raise a grievance and expect that it will be addressed in a fair and reasonable manner.

This policy explains how to raise a grievance and how the RCCC will respond.

The policy does not form part of the terms and conditions of any contract between the RCCC and any person working for it. Our compliance with this policy does not affect any obligations owed by us under those contracts.

Nothing in this policy prevents us from acting in relation to any misconduct or alleged misconduct committed by a person working for the RCCC.

If the grievance relates to workplace bullying, unlawful discrimination or sexual harassment, it may be more appropriate to make a complaint under those policies.

General Principles

The RCCC is committed to dealing with any grievance as promptly and confidentially as possible, professionally and with sensitivity.

A person who raises a grievance will not be subject to any disadvantage in their relationship with the RCCC by reason of doing so.

When responding to a grievance, the RCCC will ensure the aggrieved person is not subject to discrimination, victimisation or harassment for raising the grievance.

Grievance Procedure

Raise the grievance informally

An aggrieved person must first raise the grievance with the RCCC President. If the grievance concerns that person, the grievance may be raised with the RCCC's Secretary or the Commercial Manager.

The grievance should be discussed on an informal basis. The President, Secretary or Commercial Manager may involve other persons in that discussion if they believe that involvement will assist in the resolution of the grievance (taking into account the views of the aggrieved person as to whether that involvement might assist).

Formalise the grievance

Where the grievance cannot be resolved through informal discussion, the aggrieved person may formally ask the RCCC to take action to resolve the grievance.

Formalising a grievance requires the aggrieved person to detail the grievance in writing, stating relevant facts and outlining what the aggrieved person seeks in order to resolve the grievance.

Resolve the formal grievance

A suitable person should be appointed to resolve the formal grievance. This must be a person who can act fairly and impartially. Ordinarily, this would not be a person responsible for the day-to-day management of the aggrieved person. It may include a suitably qualified external consultant.

The person appointed to resolve the formal grievance will generally afford the aggrieved person a fair and reasonable opportunity to provide information relevant to resolving the grievance.

This might involve:

- convening a conciliation or mediation involving the aggrieved person and other relevant parties;
- undertaking an investigation to determine whether the facts alleged as part of the grievance are substantiated; and
- issuing a recommendation to the RCCC to implement certain measures to address the grievance.

Frivolous or Vexatious Grievances

If a person makes a grievance without a genuine belief in the truth of the matters they are reporting, they may be subject to disciplinary action.

Grievance Policy - for Members, Sponsors & Public

If a member of the Redlands Coast Chamber of Commerce (RCCC), a current sponsor or a member of the public, genuinely and reasonably believes they have been subject to some disadvantage, or unfair or inappropriate treatment due to some form of inappropriate conduct by one or more other person employed, within the contract of, or a sitting member of the RCCC committee, they can raise a grievance and expect that it will be addressed in a fair and reasonable manner.

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