

Dogs West Policy -



PRIVACY

Dogs West (referred to as "Dogs West", "we" and "us") recognises that the privacy of your personal information is important to you and is committed to protecting it. While Dogs West is not currently subject to the Privacy Act 1988 (Cth) due to its turnover threshold, we follow privacy best practices and comply with Dogs Australia Regulations.

This Privacy Policy outlines how we collect, use, disclose, and protect your personal information.

What information do we collect?

We collect personal information necessary to promote responsible dog ownership, maintain accurate pedigree records, and meet our regulatory obligations. This may include:

Your name, address, date of birth, and contact details (phone, email).

- Details of breeder memberships and purchaser information provided under Dogs Australia Regulations.
- Records of ownership transfers of dogs, including Non-Transfer Agreements (NTA).
- Payment information for services
- Information you provide when communicating with us by phone, email, or in writing.

How do we collect and hold your personal information?

We usually collect personal information in the following ways:

- Directly from breeders or purchasers in compliance with Dogs Australia Regulations.
- From membership applications, transfer forms, and other official documents.
- Through communications with Dogs West staff (in person, phone, email, or online).

Storage:

- Hard copy records are archived securely onsite for seven (7) years, then securely shredded.
- Scanned copies are uploaded to the national database and temporarily stored in OneDrive before deletion.
- Digital records are stored in Microsoft 365 SharePoint, protected by Multi-Factor Authentication (MFA), with access restricted to authorised staff only.
- All Microsoft 365 services (SharePoint, OneDrive, email) are hosted in Australian data centres.
- Financial records (MYOB) are secured with live authenticator codes accessible only via authorised staff devices.

Dogs Australia further protects the national database with Two-Factor Authentication (2FA), server-level IP address restrictions, and secure data transfer platforms.

Security of your personal information

Dogs West takes data security seriously and applies strict protocols, including:

- Secure storage of physical and digital records.
- Restricted access to authorised staff only.
- Multi-Factor Authentication (MFA) for staff accounts.
- Two-Factor Authentication (2FA) and IP restrictions for national database access.
- Secure destruction of hard copy records after seven (7) years.

These measures reflect our commitment to protecting breeder and purchaser information.

Why do we collect personal information?

We collect personal information to:

- Record and manage ownership transfers as required under Dogs Australia Regulations.
- Maintain accurate and secure pedigree records.
- Process applications, membership renewals, and Non-Transfer Agreements (NTA).
- Provide breeder and purchaser support.
- Comply with Dogs Australia regulations and reporting obligations.

If you do not provide required information, Dogs West may be unable to process transfers, applications, or membership services.

How do we use your personal information?

We primarily use your personal information to provide our services and comply with Dogs Australia regulations. Specifically, we may use your information to:

- Record ownership transfers and Non-Transfer Agreements.
- Administer membership services.
- Manage breeder obligations.
- Maintain compliance and database integrity.
- Communicate with you about services, obligations, or regulatory requirements.

Dogs West does not use personal information for direct marketing purposes without consent.

Disclosure of personal information

Dogs West will only disclose personal information:

- Where required under Dogs Australia Regulations
- To Dogs Australia for recording in the national pedigree database.
- To service providers engaged to assist with administration (e.g., IT or accounting services).
- Where authorised or required by law.

Except as outlined above, Dogs West does not disclose personal information to third parties without consent.

Access and correction

You may request access to, or correction of, your personal information by contacting Dogs West. We will take reasonable steps to ensure your information is accurate, complete, and up to date. If we refuse access or correction, we will provide reasons in writing.

Complaints

If you have a complaint about how Dogs West handles your personal information, please contact us. We will consider and respond within a reasonable timeframe, usually within 30 days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

POLICY ADMINISTRATION

Version	Decision Reference	Synopsis
1.	GC 01/2022	Adopted
2.	GC 11/2025	Revision approved
3.		