

Privacy Policy

The Indo-Australian Chamber of Commerce (hereinafter as AustCham India) is a membership-based organisation caters the services and advises to members, majorly upon the subject of the promotion of Indo-Australian business, trade, and economic trade relations (hereinafter referred as to as our 'Service' or 'Services'. The Office of the Organization has a registered office at 'Nawazish', 4th floor, Old No. 17, New No. 30, Khader Nawaz Khan Road, Chennai - 600006, India.

We understand that you as a user/member (Individual or company) value your privacy and take your personal information usage seriously. Please be sure that you read the following policy before submitting your expression of interest to participate in the Indo-Australian Chamber of Commerce's (AustCham India) 22nd Business Mission to Australia (the Delegation). Submissions of an expression of interest will be taken as acceptance and agreement of these policies.

Please be informed that this Privacy Policy is governed by and subject to the exclusive jurisdiction of Indian national laws.

1. Information collection & use:

The personally identifiable information that our database collects when you register for the Delegation, the following information is the data that you provide to us. Information we collect may include personal as well as sensitive information: your name; company name; postal addresses; e-mail addresses; annual turnover category/range, telephone numbers and application information. This information may be used by us to provide our services, but they will not be shared except as may be required as per applicable law.

1. Regular revision of the policy:

From time-to-time AustCham India may make changes to our privacy policy. We retain the right to amend this Policy or its terms and conditions relating to the Delegation at any time, having the amended version of this policy becoming effective upon posting an updated version of this Agreement on the Delegation webpage. You are required to check the website to check for any such prospective changes so be made.

1. Limitation of Liability:

AustCham India (which also includes its directors, managerial staff, employees, officers, agents etc.) shall not be held liable for, and shall in no event have any monetary liability whatsoever, in connection with any claims, damages, obligations, losses, liabilities, costs or debt, and expenses of any nature incurred by whomever and resulting from your registration or participating in the delegation, and/or any other reason which is not directly related to AustCham India gross negligence.

1. Data retention:

We will retain any collected data for as long as it is necessary to support your use of the Services and for legitimate and necessary business purposes. These purposes include, but are not limited to, your registration, participation in the delegation, business matching, email communication, addressing technical issues, and resolving disputes.

Your personal data will be predominantly stored electronically. We may engage third parties to collect, store, and process your personal data, ensuring strict adherence to applicable laws. In certain circumstances, we may be required to retain

your personal data, even if you request its deletion. This is necessary to fulfil our legal obligations, resolve disputes, and enforce our agreements.

Please note that upon discontinuing your use of a Service, we may, unless legally restricted, delete all data provided or collected from you on our servers.

1. Security of your Personal Information:

AustCham India uses industry-standard measures to safeguard your sensitive data such as your credit card numbers or geo-location from unauthorized access, use, loss, destruction, or disclosure. The company adheres to the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, and other Applicable laws. While we have implemented appropriate security measure, AustCham India cannot be held responsible for security breaches or personal data disclosure beyond our control, including hacking, social engineering, cyber terrorism, espionage, or force majeure events.

Also Please be informed that AustCham India do not collect any sensitive information which may involve information about an individual's ethnicity, political, philosophical, religious beliefs, health, sexual orientation.

1. What are your rights:

Unless restricted under applicable law, you have the right to:

- a. Access (subject to payment of administrative fee if any), correct, or update your personal information.
- b. Request the deletion of your personal information.
- c. Object to the processing of your personal information.
- d. Withdraw consent for receiving marketing communications.
- e. File a complaint about the above process, to please contact our Senior Manager – Membership & Business Development at bdm@indoaustchamber.com.

1. Dispute resolution:

In the event of any dispute, controversy, or claim arising out of or relating to this privacy policy, including its interpretation, implementation, breach, termination, or validity, shall be resolved through binding arbitration in accordance with the applicable arbitration laws and rules. The arbitration shall be conducted by a single arbitrator, mutually agreed upon by both parties, or in the absence of agreement, appointed by a recognized arbitration institution. The seat and venue of the arbitration proceedings shall be in [Chennai, Tamil Nadu] unless otherwise agreed by the parties. The cost of the arbitration procedure shall be shared by both the parties equally unless other decided by the arbitrator. The award of the arbitration proceeding shall be binding on both the parties.

1. Questions & concerns:

If you have any inquiries, clarifications, complaints, comments, concerns, or feedback regarding this Privacy Policy, you can reach out to AustCham India through the following channels: bdm@indoaustchamber.com for electronic communication, or by sending a physical mail to the following address: 'Nawazish', 4th floor, Old No. 17, New No. 30, Khader Nawaz Khan Road, Chennai - 600006, India.