• MEA •
PRIVACY POLICY

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Document date: OCTOBER 2026

SUMMARY OVERVIEW AND CONSENT

1. We are MASTER ELECTRICIANS ASSOCIATION QUEENSLAND INDUSTRIAL ORGANISATION OF EMPLOYERS and Master Electricians Association Limited ABN 40 669 256 171 and ABN 50 163 222 642 (**Provider, we, us** and **our**). We are committed to respecting your privacy. This document informs you of our policies regarding the collection, use and disclosure of personal data when you use our Services and the choices you have associated with that data.
2. We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy.

DEFINITIONS AND APPLICATION OF POLICY

Definitions used in this policy-

AU Privacy Law	The Australian Privacy Principles APP in the *Privacy Act 1988* (Cth) (AU)
Australian Privacy Principles (APP)	Reference to APP in this policy means the Australian Privacy Principles contained in Schedule 1 of the *Privacy Act 1988* (Cth) (AU). These APPs govern the content of privacy policies and rights under Australian law. We take pride in our adherence to these Principles. A summary of the APPs are available at: https://www.oaic.gov.au/privacy/australian-privacy-principles/australian-privacy-principles-quick-reference.
Cookies	Cookies are small files stored on your device (computer or mobile device). When you visit our website, we may collect information from you automatically through cookies or similar technology. For more information, visit: https://www.allaboutcookies.org/. For more information about our cookies, please see our Cookie Policy (see heading below "CHANGES TO THIS DOCUMENT AND OUR OTHER DOCUMENTS" for link to policy).
Data Subject / User	Data Subject or User is any living individual who is using our Service and is the subject of Personal Data.
Information Privacy Principles (IPP)	Reference to APP in this policy means the New Zealand Information Privacy Principles contained in the *Privacy Act 2020* (New Zealand). These IPPs govern the content of privacy policies and rights under New Zealand law. We take pride in our adherence to these Principles. A summary of the APPs are available at: https://www.privacy.org.nz/privacy-act-2020/privacy-principles/.
NZ Privacy Law	The IPP and Privacy Act 2020 No. 31 (NZ)
Personal Data	Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).
Protected Data	In this policy **Protected Data** refers to either: a. Personal Information, Sensitive Information and Credit Information, under the AU Privacy Law; b. Personal Information, under the NZ Privacy Law;

Sensitive Data	Sensitive Data carries the same definition as Sensitive Information under the AU Privacy Law.
Services	The Services are the Website and any provision of our products via other means, including physical means. Here: a. Our Services include the provision of membership services to electrical contractors including non-accredited training and events. b. Our services can be obtained directly through Humanitix.
The Office of the Australian Information Commissioner (OAIC)	The OAIC is the principal body which administers Australia's privacy laws and the Australian Privacy Principles. The OAIC website is: https://www.oaic.gov.au/.
Usage Data	Usage Data is data collected automatically and either generated through use of the Services or from the infrastructure underpinning the Services.
Website	The Website is the website located at the domain https://mea.asn.au/ and https://masterelectricians.com.au operated by us.

Which parts of this policy apply to you?

3. Your rights and the available complaints / remedies will change depending on what privacy laws apply to you. This Privacy Policy aims to comply with the privacy laws:
   a. AU Privacy Law: These laws apply to you if you are a person (instead of a company). To clarify, Australian privacy laws apply based on who the data collector is (who are certain Australian businesses like us), instead of applying based on what the nationality the data subject is.
   b. NZ Privacy Law: These laws apply if you are located in or a resident of New Zealand.
4. Regardless which privacy laws may apply to you, you may still contact us to resolve any concerns using the contact details and complaints handling process contained in this policy as-
   a. Your territory may in fact have privacy laws which we can or must comply with; and
   b. Even if your territory does not have privacy laws we are required to abide by, we may voluntarily choose (at our sole discretion) to respond to your request, as part of our goals to satisfy customers and be a socially responsible company that respects and protects privacy.

TYPES OF DATA COLLECTED

5. We use your data to provide and improve the Services. By using the Services, you agree to the collection and use of information in accordance with this policy.

Personal Data

6. While using our Services, in particular when creating your account, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personal Data may include, but is not limited to:

Types of Data	Purpose
Names (first and last)	to identify and contact you. This information is collected on user profile registration.
Signatures	as proof you have signed/approved relevant documents. This information is collected inadvertently on any form sign-offs / confirmations.

Types of Data	Purpose
Physical / postal address	to identify and contact you. This information is collected on user profile registration.
Email address	to identify and contact you. This information is collected on user profile registration.
Phone number	to identify and contact you. This information is collected on user profile registration.
Date of birth	to identify and contact you. This information is collected on user profile registration.
location information from a mobile device	to help identify you, for our legal compliance and marketing purposes. This information is collected during form sign-offs.
Recruitment information (job applicants only)	To assess your suitability for employment, including through AI-assisted recruitment processes. This may include information provided in applications and interviews, together with assessments generated during recruitment. (see "Use of AI and automated decision making" below).

7. We may also use your Personal Data to contact you with notifications, marketing or promotional materials and other information that may be of interest to you.

Sensitive Information

8. We collect Sensitive Information as per the following table:

Types of Data	Purpose
Race or ethnic origin	to help us abide by DEI reporting standards. This information is collected on user profile registration.
Membership in a professional or trade association or trade union	to help us identify your suitability for services. This information can be collected during user profile registration and/or during correspondence with you.

9. We understand this information is sensitive and will ensure it is treated in a secure manner. We may use de-identified Sensitive Information for statistical purposes.

Usage Data and Feedback (Personal / Deidentified)

10. We may also collect the following 'usage data' on how the Service is accessed and used:
    a. Internet Protocol address (e.g., IP address), or geo-location information;
    b. browser type and browser version;
    c. the screens and interfaces within our Service that you visit;
    d. the time and date of your visit;
    e. the time spent on those interfaces;
    f. unique device identifiers (like any device ID);
    g. device type;
    h. computer and connection information; and
    i. other diagnostic data.

11. We also can collect information provided by you in any feedback or correspondence from time to time with:

    a. customer surveys;

    b. details of the Services we have provided to you or that you have enquired about, including any additional information necessary to deliver the Services and respond to your queries; and

    c. any other information necessarily required in order to facilitate and improve your dealings with us and the Services.

Location Data, Identification, Tracking & Cookies Data

12. Our website may incidentally collect or handle some location information such as I.P. addresses, but we do not separately collect or store any live location information. Any physical address information is collected (as noted above) for contact purposes.

13. We use cookies and similar tracking technologies to track the activity on our Service and we hold certain information.

14. Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Other tracking technologies are also used such as beacons, tags and scripts to collect and track information and to improve and analyse our Service.

15. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

16. More information on cookies and which ones we use is set out in our cookie policy (see heading below “CHANGES TO THIS DOCUMENT AND OUR OTHER DOCUMENTS” for link to policy).

17. In compliance with the IPPs we note that we do not attempt to use any identifiers used by other agencies for you, apart from those used for statistical or research purposes (such as via analytics providers)

Other Information Disclaimers

18. We do not collect any credit information of individuals.

19. Credit card details are not collected by us, instead payments are handled via a third-party provider (Stripe - see below).

20. We do not support the “Do Not Track” (“DNT”) browser settings on our Website or Services.

21. Our Service may collect of data from users under the age of 18 years’ of age.

USE OF DATA (why)

22. We use the collected data for various purposes, including those tabled above (see TYPES OF DATA COLLECTED heading) and generally:

    a. To enable you to access and use our Services (on the grounds of fulfilment of our contract with you);

    b. To operate, maintain, protect, improve and optimise our Services (on the grounds of fulfilment of our contract with you);

    c. To notify you about changes to our Services (on the grounds of our legitimate interests in ensuring you are aware of any relevant changes and benefits);

    d. To allow you to participate in interactive features of our Services when you choose to do so;

    e. To provide or administer rewards, surveys, contests or other promotional activities or events;

    f. To provide customer support (on the grounds of our legitimate interests in ensuring you receive the help you need when accessing our Services);

g. To gather analysis or valuable information so that we can improve our Services;

h. To monitor the usage of our Services;

i. To gather analysis or valuable information so that we can improve our Services (on the grounds of your consent);

j. To monitor the usage of our Services (on the grounds of your consent);

k. To detect, prevent and address technical issues (on the grounds of our legitimate interests in maintaining the functionality of the Services);

l. To provide you with notifications, and information about other Services we offer unless you have opted not to receive such information (on the grounds of your consent). This correspondence may occur by email, text message or another electronic format;

m. To comply with our legal obligations, resolve any issues our users may encounter, and enforce our agreements with third parties; and,

n. To consider your employment application (see heading below "Use of AI and automated decision making").

23. We will only collect and use data necessary for the primary purpose it is collected for, or other excepted purposes outlined in this policy.

24. We will only use or disclose data where we believe in the data is accurate, up to date, complete, relevant and not misleading.

USE OF AI AND AUTOMATED DECISION MAKING (how we use it)

Use of AI in Recruitment and Candidate Assessment

25. We use artificial intelligence (AI) and computer-assisted systems to support aspects of our recruitment and candidate assessment processes. We may use these systems to:

a. assist in the screening of resumes and applications against job-related criteria; and

b. conduct initial video screening interviews led by an AI recruitment agent.

26. These systems may generate assessments, scores, summaries and transcripts. These outputs may assist in shortlisting candidates but they do not make recruitment decisions (see "Human oversight and decision making" below for how human oversight works).

Personal information used by AI systems

27. Depending on the role and recruitment process, the personal information processed by our AI recruitment systems may include:

a. contact details and identifying information, including name, telephone number and email address;

b. resume and application information, including employment history, qualifications, education, skills, professional experience and other information provided in support of an application;

c. responses provided during initial video screening interviews, including information about a candidate's experience, availability, work preferences and suitability for the advertised role;

d. video recordings of interviews, where recording is enabled and the candidate has been informed; and

e. interview transcripts, summaries, assessments, scores, and other information generated or inferred by the AI system from the candidate's application or interview responses.

28. We seek to use information relevant to the recruitment process and the requirements of the position being filled.

How we use AI in recruitment

29. **Resume and application screening:** We may use AI systems to extract information from applications, identify relevant experience, compare it against position requirements, and generate assessments and scores, to assist with shortlisting.

30. **AI-led initial video interviews:** Following shortlisting, we may use an AI recruitment agent to conduct an initial video screening interview. The agent may ask predetermined or role-related screening questions, process a candidate's spoken responses, generate a transcript or summary, and assess the responses against job-related criteria.

31. The agent may generate an evaluation and score to assist with determining whether a candidate progresses to a subsequent recruitment stage.

32. Candidates will be informed of relevant recording and processing arrangements.

33. Video recordings, transcripts and associated assessment information will be handled and retained in accordance with this policy (including "Obtaining and Retention of Data" and "Security of Data" below) and our information handling and retention requirements.

Human oversight and decision making

34. AI systems do not make recruitment decisions at MEA. They cannot independently exclude, reject or progress a candidate at any stage of the recruitment process.

35. AI-generated assessments and scores may influence candidate shortlisting, but we do not treat them as conclusive evidence of candidate suitability. AI-generated information may be incomplete, inaccurate or reflect limitations in the system. Our recruitment personnel may review relevant candidate information and AI-generated assessments and may seek further information or conduct additional assessments before making a recruitment decision.

36. A human reviews every application and decides whether the candidate progresses to an AI-led video interview. After the video interview, HR and/or the hiring manager review each recording or transcript and the AI-generated assessment, before deciding to progress to a face-to-face interview.

37. Final decisions about appointment are made by humans.

Disclosure to service providers

38. We may disclose relevant candidate information to third-party recruitment technology providers and AI service providers that assist us with application screening, video interviews, transcription, assessment and recruitment administration (see "Third Parties" under "Disclosure of Data" below).

39. Those providers may process personal information on our behalf or in accordance with the arrangements governing the services they provide. We take steps, as appropriate, to manage the handling, security and permitted use of personal information by these providers.

Further information and privacy enquiries

40. Candidates may contact privacy@mea.asn.au if they have questions about how their personal information is handled in our recruitment process. Privacy enquiries and complaints may also be made to our Privacy and Data Protection Officer using the details under "Contact us" and our complaints process under "Your rights" below.

41. Our handling of personal information is subject to applicable privacy laws and our obligations concerning the collection, use, disclosure, security, access, correction and retention of personal information.

Social media advertising and promotion

42. We may use social media platforms and digital advertising services to promote our organisation, membership opportunities, events, services and activities to existing members and prospective members.

43. Where appropriate and permitted by applicable law, we may use information about our membership base or audiences to help us understand engagement, measure advertising effectiveness and reach people who may be interested in our organisation.

44. We may use third-party advertising tools, including audience selection and targeting features provided by social media platforms (see the Facebook / Instagram / Meta Remarketing and Keyword Bid Management entries under “Third Parties” below). Where personal information is disclosed to, or used by, these platforms, its handling is subject to applicable privacy requirements and the relevant platform’s terms and privacy practices.

OBTAINING AND RETENTION OF DATA (when)

45. We may collect data either directly from you, or from third parties, when you:

    a. register for the Services;

    b. interact with the Services;

    c. communicate with us through correspondence, chats, email or otherwise share information with us;

    d. engage in other related social applications, services or websites;

    e. interact with our Services, content, advertisements and/or marketing material;

    f. invest in our business or enquire about our business.

46. Otherwise, we try to collect any data directly from you with your informed consent (via this policy and its related documents) and by lawful means.

47. In general, we will only retain data for the purposes set out in this Privacy Policy and for as long as necessary, including as necessary to comply with any legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies.

SECURITY OF DATA (how)

48. We may hold your personal information in either electronic or hard copy form. The security of your data is important, and we take reasonable steps to ensure your personal information is protected against misuse, interference, loss, unauthorised access, modification or disclosure. These steps include various physical, administrative, personnel and technical measures.

49. However, please bear in mind that that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

50. To help maintain the security of the above:

    a. All DNS records are kept secure with reverse proxy and content delivery network (CDN)

    b. Staff are subjected to training and random test Phishing attacks;

    c. Passwords for secure applications are stored/encrypted via password management and digital security system;

    d. We utilise 2 factor authentication for some data access; and

    e. All Users and Staff must agree to this Privacy Policy for the access and handling of data

51. Your information, including Personal Data, may be transferred to - and maintained on - servers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction.

52. If you are located outside Australia and choose to provide information to us, please note that we transfer the data, including Personal Data, to Australia and process it there.

53. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

54. We will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organisation or a country unless there are adequate controls in place including the security of your data and other personal information. Here measures taken to bolster security includes:

    a. The limiting of data access via the creation of specific user roles which have different abilities to access data to ensure it is only accessed as-needed by appropriate staff members.

55. With third-party, cloud-storage services:

    a. The individual data packets will be likely stored in an encrypted format, on servers located in different territories, as determined from time to time by the third-party providers.

    b. As this data should only be accessible by us (and the cloud-storage provider, to the extent it is for legitimate maintenance and support reasons) the information contained in the data is stored in Australia, as it is only at this location where the data packets can be compiled to reveal the information.

TRANSFER AND STORAGE OF DATA (where)

56. We use the following methods for storing data including back-ups:

    a. physical data servers on servers and computers located in Australia

    b. cloud storage and file-share services, (who form part of our Service Providers referred to later) including:

        i. Cloud computing platform - used for storing a backup of our data which is retained only for a 12-month period, then deleted

        ii. Collaboration and document management platform - used for our active and secondary backup database activities;

DISCLOSURE OF DATA (who)

Generally

57. We may disclose personal information for the purposes described in this privacy policy to:

    a. Our employees and related bodies corporate;

    b. Third party suppliers and service providers (including providers for the operation of the Services and/or our business;

    c. Professional advisors, dealers and/or agents;

    d. Payment systems operators (for example, merchants receiving card payments);

    e. Our existing or potential agents, business partners or partners;

    f. Our sponsors or promotors of any competition that we conduct via our services'

    g. Anyone to whom our assets or businesses (or any part of them) are transferred; specific third parties authorised by you to receive information held by us;

    h. Other persons, including government agencies, regulatory bodies and law enforcement agencies; and/or

    i. As otherwise required or permitted by law.

58. In general, we will only disclose data to third parties where such disclosure in the course of providing the Services, reasonable (including publicly available) or required by law.

59. We ensure that any disclosure outside of New Zealand is made to parties which we are confident:

    a. Are subject to the NZ Privacy Act because they do business in New Zealand

    b. Will adequately protect your information by using model contract clauses; or

c. Are subject to privacy laws of other territories which provide comparable safeguards to the NZ Privacy Act, such as Australia.

Business Transactions

60. If we are involved in a merger, acquisition or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

Law Enforcement

61. Under certain circumstances, we may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Legal Requirements

62. We may disclose your Personal Data to third parties (including legal advisors) in the good faith belief that such action is necessary to:

a. To comply with a legal obligation;

b. To protect and defend our rights or property;

c. To prevent or investigate possible wrongdoing in connection with the Service;

d. To protect the personal safety of users of the Service or the public; or

e. To protect against legal liability.

Third Parties

63. We do not sell any Personal Data to third parties.

64. If we are involved in a collaboration with a third party which involves collecting data and you subscribe to a mailing list associated with this collaboration, your Personal Data may be transferred to this third party so that they may send you marketing in accordance with the consent you provided. Your data will only be given to the core third party involved in the associated collaboration.

65. We may employ third party companies and individuals to facilitate our Service ("Service Providers"), provide the Service on our behalf, perform Service-related services or assist us in analysing how our Service is used. Third parties we may use include:

66. We may collaborate with other entities for an industry purpose and provide de-identified Personal Data.

Learning Management System	This software is used for generating member training certificates. We may input information like your name / business names into the software which is hosted on our cloud databases.
Design Software	This is software used for design and artwork for documents and other materials in our business. We may input information like your name / business names into the software which is hosted on our cloud databases using Microsoft SharePoint and Adobe services.
Cloud Storage	MEA utilises cloud storage and database providers where we will store some of your data.
Chargebee	We use this software for billing purposes. More information on their privacy policy can be found at: https://www.chargebee.com/privacy
DNS Management	We use this software provider to enhance the security and performance of our Website and Services.
Password Management Software	We use this software provider to securely store password information.

Facebook / Instagram / Meta Remarketing	Instagram and Facebook's remarketing service is provided by the Meta company which we understand operates of facebook.com and instagram.com. We only use these remarketing services if we have your consent to use the relevant cookies in line with our cookie policy. You can learn more about Instagram's privacy requirements here https://help.instagram.com/155833707900388. You can learn more about interest-based advertising from Facebook by visiting this page: https://www.facebook.com/help/164968693837950. To opt-out from Facebook's interest-based ads, follow these instructions from Facebook: https://www.facebook.com/help/568137493302217. Facebook adheres to the Self-Regulatory Principles for Online Behavioural Advertising established by the Digital Advertising Alliance. You can also opt-out from Facebook and other participating companies through your mobile or computer device settings. For more information on the privacy practices of Facebook, please visit Facebook's Data Policy: https://www.facebook.com/privacy/explanation.
Keyword Bid Management SAAS	Keyword bid management services provided by Google Inc. You can opt-out of Google Analytics for Display Advertising and customise the Google Display Network ads by visiting the Google Ads Settings page: http://www.google.com/settings/ads. Google also recommends installing the Google Analytics Opt-out Browser Add-on - https://tools.google.com/dlpage/gaoptout - for your web browser. Google Analytics Opt-out Browser Add-on provides visitors with the ability to prevent their data from being collected and used by Google Analytics. For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: https://policies.google.com/privacy?hl=en.
Analytics Software	Website Analytics are services offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualise and personalise the ads of its own advertising network. You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js and dc.js) from sharing information with Google Analytics about visits activity.
CRM System	CRM (Customer Relationship Management) tool, which we use for customer data analytics. We may input your information into the CRM program such as your membership information.
Events Booking System	This company provides event ticketing services.
Microsoft	Our business uses Microsoft office programs and Microsoft SharePoint cloud storage where we may store some of your data.
Single Sign On Authenticator	This is a "SSO" (single sign-on) software provider which helps authenticate user logon credentials. Their services helps protect your data and our systems security.
Payment Gateway	Payments are made utilising the third-party provider Stripe who will take your payment details.
Accounting / Book Keeping Software	We may use Xero from time to time as our accounting software provider.

YOUR RIGHTS

Links to Other Sites

67. Our Service may contain links to other sites that are not operated by us. If you click a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

68. We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Our Complaints Process

69. You can submit complaints to us using the contact information provided below under the Contact Us heading.

70. Our Data Protection Officer will review your complaint and will respond to you with further details as soon as practicable.

Under the APPs and IPPs

71. You have the right, under the APPs and IPPs to request access to the Personal Information we hold for you (and confirmation if we hold any such data). You also have the right to request the correction of such information.

72. You can submit complaints to us using our contact details below (see contact details); for digital notices we accept multiple formats of Word, PDF and RTF documents.

73. You can also lodge a complaint with the OAIC if the privacy/data issue hasn't been resolved. For more information, please visit https://www.oaic.gov.au/privacy/privacy-complaints/.

CHANGES TO THIS DOCUMENT AND OUR OTHER DOCUMENTS

74. We may update this document from time to time. Any changes will be notified via posting the updated information on this page.

75. We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this document.

76. You are advised to review this document periodically for any changes. Changes to this document are effective when they are posted on this page.

77. Here is a list of our other policies and agreements:

    a. Membership Terms and Conditions: Click Here

    b. Cookies Policy: Click Here

CONTACT US

78. If you have any questions about this document, the data we hold, or you would like to exercise one of your rights regarding the data, please contact us.

Company	MASTER ELECTRICIANS ASSOCIATION QUEENSLAND INDUSTRIAL ORGANISATION OF EMPLOYERS and Master Electricians Association Limited ABN 40 669 256 171 and ABN 50 163 222 642
Attention	Privacy and Data Protection Officer
Email	privacy@mea.asn.au
Phone	1300 889 198
Postage	Master Electricians Australia PO Box 2438 Fortitude Valley QLD 4006

END OF DOCUMENT

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