

ARBV Privacy Policy

Our approach to privacy

The Architects Registration Board of Victoria (ARBV) is committed to responsible and fair handling of personal information, consistent with the Information Privacy Principles in the Privacy and Data Protection Act 2014.

What information do we collect and why?

We collect personal information to meet the purposes of the Architects Act 1991 and Regulations 2015. Whenever we collect personal information, we aim to ensure that you know why we collect it and (if applicable) to whom we disclose it. We do not collect personal information when you access our website home page or browse the site, unless you send us an email or complete an online form. Sensitive information that may be collected will be used and disclosed for the purposes of carrying out the functions of the ARBV. Some information may be used for the purposes of research from time to time.

How do we use your personal information?

The use or disclosure of your personal information is linked to the purpose for which it is collected. For example, the purpose could be registration as an architect, admission to the Architectural Practice Examination, the registration of a business name or approval of an architectural partnership or company. The purpose could also be to resolve a consumer complaint, or to conduct an inquiry into professional practice.

Members of the public who lodge a formal complaint are asked to provide some personal information for the purposes of the inquiry. Where an inquiry is received about the registered status of an architect, sufficient information to identify the architect is supplied. Other Boards also seek confirmation of registration. Members of the public may request information regarding a registered architect, which is available through the Register, which is a public document. Registered practising architects are listed on the ARBV website.

Board agenda documents and information

All such information and documents are confidential. Agendas and other Board documentation are supplied only to Board members and any other relevant parties required to carry out the business of the Board. Agendas are marked confidential. Documents are shared via secure links through DropBox and all Board members are bound by the Victorian Public Sector Commission Code of Conduct for Directors, which includes using information only for its intended purpose.

Privacy and Complaints

Investigation of complaints against architects is confidential. The identity of the complainant and the architect is not publicly disclosed. If a complaint is referred to inquiry by the Architects Tribunal, it is then in the public domain.

Privacy and APE Examiners

All APE examiners are bound by confidentiality agreements which are signed at the beginning of each calendar year. APE candidate and logbook information is used by examiners solely for the purpose of conducting the APE. Relevant documentation is removed from DropBox links after each examination round.

Data quality and data storage and security

ARBV makes every effort to ensure that personal information collected, used or disclosed is accurate, complete and up-to-date. We have secure office premises and secure information technology arrangements to protect the personal information we hold. ARBV uses cloud computing and

information may be stored outside of Victoria. All of our IT providers adhere to strict privacy guidelines. The personal information that ARBV holds is password protected and securely filed and destroyed where applicable. These measures complement our effort to ensure that personal information collected, used or disclosed is accurate, complete and up-to-date. We have secure office premises and protect your information from misuse, loss or unauthorised access, and from unauthorised modification or disclosure.

Online Payments

Payments made through the ARBV website are Privacy protected by Payment Express and PayPal. Credit card details are used by these companies for the purpose of making a financial transaction with ARBV. Card details are kept confidential by these companies, and ARBV does not have access to complete credit card information.

Getting access to your information

For details about access to the personal information we hold about you, please telephone 03 9417 4444 or email the Privacy Officer at registrar@arbv.vic.gov.au

Data Breaches

ARBV is required by law to report any data breaches due to hackers, thieves or IT glitches. ARBV must report personal information data breaches where there is potential to cause serious harm to the individual/s involved. Information that could be involved includes financial information and a combination of personal details that may reveal significant information about an individual.

Notification of breaches is to be made to the individual affected and to the Office of the Victorian Information Commissioner. ARBV notification must include Board contact details, a description of the data breach, the type of information concerned and recommendations as to how the individual/s should respond to the breach.

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