

ACHSM PRIVACY POLICY

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Audience:	All staff All Board members All Branch members All Committee members All volunteers

1 Privacy

1.1 Purpose

The purpose of this policy is to communicate clearly the personal information handling practices of the College, in accordance with relevant legislation.

1.2 Introduction

The College is committed to ensuring the privacy of individuals.

The College complies with the following:

National Privacy Principles – Australian Privacy Act 1988, Privacy Amendment (Private Sector) Act 2001

This policy outlines the way the College collects, uses and discloses personal information, and the procedures that allow access to this information.

- 1.3 The ACHSM website located at www.achsm.org.au (website) is owned and operated by the Australasian College of Health Service Management (ACHSM) ACN 41 008 390 734 ("we", "our" or "us"). "You" or "your" means a user of the Website.

- 1.4 We take your privacy very seriously. We treat all user information in accordance with this Privacy Policy.
- 1.5 This policy describes the way that we collect, hold and disclose information about individuals. We are subject to the Privacy Act 1988 (Cth).
- 1.6 By accessing the Website you agree to be bound by this Privacy Policy.
- 1.7 We may, in our sole discretion, modify this Privacy Policy at any time. Changes will be posted on the Website. Continued use of the Website following posted notices of changes (notice is given by changing the date of last revision), means that you have accepted and are bound by the changes.

2 What kinds of information do we hold?

- 2.1 During the course of carrying on our business or providing services to you, we may collect personal information. We usually collect the following kinds of personal information:
 - (a) name, address, occupation and contact information;
 - (b) Information about your areas of interest as nominated by you;
 - (c) information about your dealings with us; and
 - (d) if you are an administrator or a member of the Website, information about the organisation which administers the website and its members.
- 2.2 The College collects and holds personal information about Fellows, conference delegates, applicants, recipients of College services, hospitals, suppliers and other individuals who interact with the College. This information typically includes name, address, telephone and fax details, email address and may also include other personal information (for example, curriculum vitae) and financial information. This information facilitates the provision of College services such as education and training, enables the College to procure goods and services from suppliers, and allows the College to contact individuals and others.
- 2.3 Business needs may require the disclosure of personal information to related service providers. In appropriate cases, we will endeavour to inform the individual of the type of personal information held, the reasons for disclosure, and the type of individuals and organisation to whom it is usually disclosed. Personal information where required by law will be disclosed.
- 2.4 You agree to provide to us current, correct and accurate information as required by us to provide this service to you.

3 Use and disclosure of your personal information

Use

- 3.1 We use your personal information for the purposes for which it was collected and related purposes, including to:
- (a) provide our services to you, to manage and improve the services;
 - (b) manage our relationships with you;
 - (c) to communicate with you from time to time about the Website and about our, and third parties, goods and services;
 - (d) to analyse statistical trends and demographics to assist us to improve our services. and
 - (e) facilitate our internal business operations, including to fulfil our legal requirements, quality assurance and management purposes.
- 3.2 We may disclose personal information for the purposes for which it was collected and also:
- (a) subject to our professional obligations, to any person where necessary in connection with our provision of our services;
 - (b) as permitted under privacy laws; or
 - (c) with your consent.

Partners

- 3.3 Third party web developers, [academics], [clinicians], [researchers] and administrators have been engaged to perform functions on our behalf. These functions may include, trend analysis, marketing and promotions, but all information will only be used to perform their appropriate functions and not for other usage.
- 3.4 We may pass on any information relating to suspected fraudulent or unlawful activity to appropriate authorities.

4 Protection and security of information

- 4.1 We take reasonable steps to protect all information which we hold (including your personal information) from misuse, loss, unauthorised access, modification or disclosure.
- 4.2 All information submitted to the Website is secured using Secure Sockets Layer (**SSL**) software. Information contained in on the Website is protected by encryption and firewall technology.

4.3 We take reasonable steps to hold information securely in electronic or physical form. We store information in access controlled premises or in electronic databases requiring logins and passwords.

4.4 **Correction**

The College seeks to maintain the accuracy of personal information. Individuals are encouraged to contact the College if the information held is incorrect or to notify the College if personal information has changed. Changes to personal details can also be made by individuals through the College website or by email.

4.5 **Period of retention**

The College shall not retain the personal information of any person for longer than necessary. The College records disposal schedule (for internal use only) lists the status and retention period of all documents archived by the College.

4.6 **Access**

The privacy officer is the CEO and may be contacted at Catherine.chaffey@achsm.org.au at any time by an individual to access their personal information. A request in writing from that individual will be required to access their information. Access will be provided unless the request is unreasonable or the Australian National Privacy Principles or New Zealand Information Privacy Principles permit or require the College to decline that access. As permitted by law, a fee may be requested to cover the cost of access. Any queries regarding an individual's personal online information should be checked by that individual prior to any such request.

5 **Cookies**

Cookies are alphanumeric identifiers that are placed on your computer's hard drive through your web browser. Cookies enable our systems to recognise your browser and welcome you back to the Website and provide a more customised experience.

6 **Access and complaints**

6.1 You may request access at any time to personal information we hold about you.

6.2 Personal information provided by you can be updated by you if information provided is incorrect or out of date.

6.3 If you have any concerns about the College's handling of personal information, please contact the privacy officer. Requests must be in writing and resolution of concerns will be sought as promptly as possible.

If you wish to access your personal information or if you have a complaint about a breach by us of your privacy, please contact us at membership@achsm.org.au

7 Changes To College Privacy Policy

The College may modify or amend this policy at any time provided the policy still complies with the relevant privacy legislation. Information will be held and used in accordance with the privacy policy, as amended from time to time. Formal notice of amendments will not ordinarily be given, but the current privacy policy will be available via the College website. The latest version of the policy can be accessed via the College website.