

PRIVACY POLICY

1 Introduction

- 1.1 'We', 'us' and 'our' means Australian Academy of Health and Medical Sciences ACN 167 124 067 and its officers, employees and agents.
- 1.2 In the course of doing business in Australia, there are circumstances where we collect personal information. This privacy policy has been developed to ensure that such information is handled appropriately.
- 1.3 We are committed to complying with the *Privacy Act 1988 (Cth) (Privacy Act)*. Our commitment is demonstrated in this policy. The Privacy Act incorporates the Australian Privacy Principles (APPs). The APPs set out the way in which personal information must be treated.
- 1.4 By providing your details, you consent to us collecting, holding, using and disclosing your personal information in accordance with this policy.

Who does the privacy policy apply to?

- 1.5 This policy applies to any person for whom we currently hold, or may in the future collect, personal information. Broadly, we collect personal information from our current and prospective clients, supporters (being donors and any individuals that register for our events or make enquiries about our activities) and members, current and prospective contractors, volunteers and agents and prospective employees.
- 1.6 This policy does not apply to acts and practices in relation to 'employee records' of our current or former employees, as these are exempt from the Privacy Act.

What information does the privacy policy apply to?

- 1.7 This policy applies to personal information. In broad terms, 'personal information' is information or opinions relating to a particular individual who can be identified.
- 1.8 Information is not personal information where the information cannot be linked to an identifiable individual.

Anonymity and pseudonymity

- 1.9 We will take reasonable steps to destroy or permanently de-identify personal information if that information is no longer needed for the purposes for which we are authorised to use it.

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- 1.10 In limited circumstances, it may be possible for you to use a pseudonym or remain anonymous when dealing with us. If you wish to use a pseudonym or remain anonymous you should notify us when making first enquiries. We will use our best endeavours to deal with your request, subject to our ability to interact with you without having your personal information.
- 1.11 You do not have to provide your personal information to us but if you do not provide the information requested by us, we may not be able to provide you with our services or otherwise engage with you.

2 What kinds of information do we collect and hold?

Personal information

- 2.1 The personal information we may collect differs depending on the nature of our interaction with you, although such information may include:
- (a) sensitive information (see paragraph 2.2);
 - (b) contact information, including full name, contact details and emergency contact details;
 - (c) date and place of birth;
 - (d) employment arrangements and history;
 - (e) tax returns and tax file numbers;
 - (f) banking details;
 - (g) details of any enquiries you make;
 - (h) government related identifiers such as driver licence number; and
 - (i) any other personal information required to provide services to you or otherwise engage you to assist us to provide our services.

Sensitive information

- 2.2 'Sensitive information' is a subset of personal information and includes personal information that may have serious ramifications for the individual concerned if used inappropriately.
- 2.3 Generally, we will only collect the following types of sensitive information about current or prospective contractors, volunteers, members or agents or prospective employees:
- (a) racial or ethnic origin;
 - (b) health information;
 - (c) criminal records;
 - (d) membership of professional or trade associations;
 - (e) membership of trade unions; and
 - (f) biometric information.
- 2.4 We will not collect sensitive information without the consent of the individual to whom the information relates unless permitted under the Privacy Act.

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Web-generated information

- 2.5 Our website (<https://aahms.org/>) may also automatically collect hardware and software information about your computer or device, including:
 - (a) your IP address;
 - (b) your browser type;
 - (c) the types of devices you are using to access our website;
 - (d) the language and operating system of the device being used;
 - (e) domain names, access times and referring website addresses; and
 - (f) page clicks, time spent and other automatically collected meta-data.
- 2.6 Our website may also collect usage information from users. Broadly, this information may relate to how you use and navigate the website, including:
 - (a) information about pages, content or advertisements you have browsed or clicked on;
 - (b) any content, information or material you disclose to us;
 - (c) the location from which you have come to the site and the pages you have visited; and
 - (d) information about the features you have used on our website.

3 How and when do we collect personal information?

- 3.1 We usually collect personal information directly from the individual concerned, for example, via emails, telephone calls, online forms, our website and social media pages, physical or virtual meetings and questionnaires.
- 3.2 We may also collect personal information from third parties such as:
 - (a) government bodies (such as regulatory authorities, relevant departments etc);
 - (b) through referrals from individuals or other entities;
 - (c) banks and financial institutions;
 - (d) paid search providers;
 - (e) your current and previous employers;
 - (f) our employees, volunteers, contractors and agents;
 - (g) through marketing and business development events; and
 - (h) your representatives and advisers.

4 How do we hold personal information?

- 4.1 Our usual approach to holding personal information is to store it:
 - (a) physically, in paper files stored securely at our premises; and
 - (b) electronically in computer systems, applications, databases and cloud servers, either operated by us or our third-party service providers.

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- 4.2 We implement and maintain processes and security measures to protect personal information which we hold from misuse, interference or loss and from unauthorised access, modification or disclosure. Some of these processes and systems include:
- (a) using multifactor authentication for systems that store personal information;
 - (b) using secure servers to store personal information;
 - (c) using unique usernames, passwords and other protections on systems that can access personal information;
 - (d) holding certain sensitive documents securely;
 - (e) holding physical documents which contain personal information securely;
 - (f) arranging for our employees and volunteers to complete training about information security; and
 - (g) monitoring and reviewing our policies.

5 Why do we collect, hold, use or disclose personal information?

- 5.1 We take reasonable steps to hold, use and disclose personal information for the primary purpose for which we collect it. The primary purpose for which information is collected varies depending on the individual that we are collecting from, but is generally as follows:
- (a) in the case of a current or prospective client, to provide our services;
 - (b) in the case of other individuals that contact us (including supporters and users of our website), to assist us to respond to your enquiries;
 - (c) in the case of current or prospective members, to administer your membership or assess your application for membership;
 - (d) in the case of a current contractor, volunteer or agent, to assist us in providing our services; and
 - (e) in the case of a prospective contractor, volunteer, agent or employee, to assess your suitability for employment or engagement.
- 5.2 We may also collect, hold, use and disclose personal information for secondary purposes that are within your reasonable expectations and that are related to the primary purpose of collection.
- 5.3 From time to time, we may disclose personal information to third parties such as:
- (a) government bodies (such as regulatory authorities, relevant departments, etc);
 - (b) our external auditors and other professional advisers;
 - (c) our members, contractors, volunteers, employees, agents and service providers;
 - (d) law enforcement agencies;
 - (e) parties considering the acquisition of the whole or a part of our business; and
 - (f) other third parties with whom we have a commercial relationship.
- 5.4 We will only disclose personal information to third parties if:
- (a) we are required or authorised by law to do so;

- (b) we have received express consent to the disclosure, or consent may be reasonably inferred from the circumstances; or
- (c) we are otherwise permitted to disclose the information under the Privacy Act.

6 Will we disclose personal information outside Australia?

- 6.1 From time to time, we may disclose information to overseas recipients, located in the United States of America.
- 6.2 Where we disclose your personal information to parties located overseas (or which have data centres located in other countries), we take reasonable steps to ensure that those parties will handle the personal information in accordance with the Australian Privacy Principles. We are not required to take such steps if we believe that the overseas recipient is already subject to a law that has the effect of protecting personal information in a substantially similar way to the relevant law in Australia, or with your consent.

7 How do you make complaints and access and correct your personal information?

- 7.1 It is important that the information we hold about you is up-to-date. If you believe that any information we hold about you is incorrect, please contact us so we can make the necessary change(s).
- 7.2 If the personal information we hold is not accurate, complete and up-to-date, we will take reasonable steps to correct it so that it is accurate, complete and up-to-date, where it is appropriate to do so.

Access to information and correcting personal information

- 7.3 You may request access to the personal information held by us or ask us for your personal information to be corrected by using the contact details in this section.
- 7.4 We will grant you access to your personal information as soon as possible, subject to the request circumstances.
- 7.5 In keeping with our commitment to protect the privacy of personal information, we may not disclose personal information to you without proof of identity.
- 7.6 We may deny access to personal information if:
 - (a) the request is unreasonable;
 - (b) providing access would have an unreasonable impact on the privacy of another person;
 - (c) providing access would pose a serious and imminent threat to the life or health of any person;
 - (d) providing access would compromise our professional obligations; or
 - (e) there are other legal grounds to deny the request.
- 7.7 We may charge a fee for reasonable costs incurred in responding to an access request. The fee (if any) will be disclosed prior to it being levied.

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Complaints

- 7.8 If you wish to complain about an interference with your privacy, then you must follow the following process:
- (a) The complaint must be firstly made to us in writing, using the contact details in this section. We will have a reasonable time to respond to the complaint.
 - (b) If the privacy issue cannot be resolved, you may take your complaint to the Office of the Australian Information Commissioner.

Who to contact

- 7.9 A person may make a complaint or request to access or correct personal information about them held by us. Such a request must be made in writing to the following address:

Privacy Officer: Catherine Luckin
Postal address: PO Box 6114, Woolloongabba, QLD 4102
Telephone number: 02 6189 8222
Email address: ceo@aaahms.org

8 Changes to the policy

- 8.1 We may update, modify or remove this policy at any time without prior notice. Any changes to the privacy policy will be published on our website.
- 8.2 This policy is effective 5 December 2023. If you have any comments on the policy, please contact the privacy officer with the contact details in section 7 of this policy.

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