

Privacy Policy

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1. Australian Cardiovascular Health and Rehabilitation Association

This is the Privacy Policy of the Australian Cardiovascular Health and Rehabilitation Association Inc (ACRA) ABN 58 005 699 704 on behalf of the ACRA group (hereinafter referred to as “ACRA”, “we”, “us” and “our”) comprising: Australian Cardiovascular Health and Rehabilitation Association Inc ABN 58 005 699 704; Cardiovascular Health and Rehabilitation Association of NSW and ACT Inc, Queensland Cardiovascular Health and Rehabilitation Association Inc ABN 787 994 423 28, South Australian Cardiovascular Health and Rehabilitation Association Inc ABN 95 303 656 621, Tasmanian Association of Cardiovascular Health and Rehabilitation Inc ABN 99 059 764 186, Victorian Association of Cardiovascular Health and Rehabilitation Inc ABN 79 936 865 113 and Western Australian Cardiovascular Health and Rehabilitation Association Inc ABN 85 618 537 580.

This document is ACRA’s Australian Privacy Principle (APP) privacy policy; it explains how ACRA approaches privacy and the management of your personal information. Please contact the ACRA Secretariat (details below) if you require any further information regarding our Privacy Policy.

ACRA is the peak body for providing support and advocacy to health professionals delivering evidence-based best practice across the continuum of cardiovascular care.

ACRA was established in 1990 and since has spread to encompass all states and territories within Australia. It is a dynamic organisation and continues to evolve to meet the needs of health professionals working in cardiovascular care. ACRA has developed mutually beneficial strategic alliances and has become an accepted professional body representing health professionals from multiple disciplines.

2. The Australian Privacy Principles

The Australian Government introduced new legislation, effective 12 March 2014, which further protects the privacy of individuals. These principles replace the National Privacy Principles (NPP) that came into force on 21 December 2001. You can find out more about these principles by calling the Office of the Australian Information Commissioner on 1300 36 39 92 or through their website at <http://www.oaic.gov.au/>

ACRA respects and upholds your right to privacy protection under the NPP in regulating how we collect, use, disclose and hold your personal information. We have a detailed policy and set of procedures to ensure that only authorised staff have access to your personal information and that it remains confidential and is only used for appropriate purposes and in accordance with this policy.

3. ACRA Privacy Policy

ACRA will maintain a Privacy Policy (PP) consistent with current national legislation (Australian Privacy Principles – see <http://www.oaic.gov.au/>). The PP will describe how ACRA handles the personal information of those it deals with. It must be made freely available via the ACRA website and on request. ACRA will regularly review and update its PP to ensure it reflects the current handling of the personal information under national legislation.

4. Why we collect personal information

Your personal and sensitive information is only collected as is necessary for a function or activity, or to enable ACRA to carry out its work and deliver services to its members. As part of this work, ACRA may collect personal information for the purposes of processing membership applications, identifying the status as a Member or Applicant for Membership, promoting scientific meeting(s), processing abstract submissions, forwarding educational information and other information deemed of interest to its members.

5. The types of information we collect

The types of personal information as defined under NPP, we collect includes:

- Contact details (name, address, telephone numbers, email: work and home, etc);
- Profession, Occupation
- Work place address
- Membership data (date and method of joining/termination, reason for termination)
- Payment details, credit card and/or bank account details.

The types of sensitive information we collect include records of communication between us, which may include from time to time, information you provide us or we collect from others. This includes, but is not limited to, the following types of information:

- professional and practice information and
- personal credit card data.

We do not rent, sell or exchange your information. However, for the purposes of communicating with you or informing you of educational events, training opportunities, new policy statements and resources, we may disclose some of your personal information to organisations such as: as the National Heart Foundation, Heart Research Centre and the Cardiac Society of Australia and New Zealand. This may also extend to organisations such as The Association Specialists, who assist ACRA with secretariat services and conference organisation. We take reasonable steps to ensure that these organisations are bound by the same confidentiality and privacy obligations that we are, when handling your personal information.

Sometimes we may be legally required to disclose your information, for example, to government departments.

We may also sometimes share non-personal, non-sensitive and de-identified information with research organisations.

6. Opting out or modifying your information

If you want to change any information that you have previously given us, or if you want to opt out of future communications please contact the Secretariat at ACRA as detailed below.

7. How we collect personal information

We collect your personal information when you provide it to ACRA in a number of ways including but not limited to:

- Correspondence and phone calls
- Conference and other event registration forms
- Membership application forms
- State Program Directories
- Electronically including through our website and online surveys

We may also collect your personal information in other ways, for example through the purchase of commercial lists, and from publicly available sources such as the telephone directory.

Where we collect information from third parties and it is not personal information that is contained in a Commonwealth record, we will take reasonable steps to destroy or de-identify the information as required by law.

You may be photographed when you attend ACRA events however wherever practical we would seek to obtain your consent prior to using the image obtained.

Where an image or recording is made for education and training, public relations, promotions, commercial or advertising purposes, you will be asked for consent and provided with an ACRA Photo/Video Consent Form. Copies of the completed consent forms will be forwarded to the ACRA Secretariat to include in ACRA records.

8. How information is used

We only use personal and sensitive information for the reason we collect it as set out above and for the purpose(s) for which it was collected, or as otherwise permitted by law.

We will not disclose the above information that we collect to affiliates or third parties without your consent.

9. Changes to our Privacy Policy

ACRA may, without notice, amend or modify its Privacy Policy by posting the amended Privacy Policy to ACRA's website.

10. How to access, correct or update your personal information

If you have any complaints, questions or concerns about what information ACRA holds or about the accuracy of that information, please contact the ACRA Secretary through the ACRA secretariat (details below).

If you would like to access the information that we hold about you, or to complain about a possible breach of the Australian Privacy Principles, you can write to the ACRA Secretary at the address provided below. We will respond to your complaint or endeavour to give you access to the information requested within four weeks. In order to maintain the confidentiality of your personal information, we will ask you to provide some form of identification so that we can ensure that you are the person to whom the information relates.

If the information that we hold about you is incorrect or not up-to-date, we will update it as soon as possible after you have indicated to us how and why it is incorrect.

In the unlikely event that we are unable to provide you with access to your personal information for legal reasons as specified in the Privacy Act, we will provide you with reasons for denying access.

If you have a question about this privacy policy or want to access your personal information you can contact us at:

The ACRA Secretary

Care of the ACRA Secretariat

PO Box 576, Crows Nest, NSW 1585

Ph: 1300 662 272. Fax: 02 9431 8677

E: admin@acra.net.au

W: www.acra.net.au

We will aim to respond to you within 28 days of receiving your request.

If we're not able to help with your request, you will receive a written explanation as to why this is the case.

11. Complaints about a breach of your privacy

If you are concerned about how your information has been collected or managed, we request you follow the procedure set out below.

1. Contact us by email at admin@acra.net.au .
2. Download and complete the Privacy Complaints Form at the bottom of this page.
<http://www.acra.net.au/about-acra>
3. Submit your completed Privacy Complaints Form to the ACRA Secretary care of: admin@acra.net.au .
In order to effectively address your complaint, we may request further information from you about your complaint and the reasons behind it.
4. After we receive all the information we need from you, please allow approximately 28 days for us to address your complaint.

Or write to us at:

The ACRA Secretary

Care of ACRA Secretariat

Box 576, Crows Nest, NSW 1585

If you're not satisfied with how your complaint is handled, you can also contact the Office of the Australian Information Commissioner (OAIC) on <http://www.oaic.gov.au/> .

The OAIC is the independent government body managing privacy issues. It has the power to investigate complaints about possible interference with your privacy.

12. Privacy Complaints

ACRA will maintain a system for the lodging privacy complaints (PC). A 'Privacy Complaints Form' will be available on the ACRA website or on request. These forms should be submitted to the ACRA Secretariat, who will then forward this to the ACRA Secretary and President. The ACRA Secretary or their delegate (who is without conflict of interest in the PC) will review the PC. The Secretary will send acknowledgment to the Complainant of the reception of their PC within three business days, requesting further information if needed. If the Secretary feels the PC can be resolved informally by talking to the individual and if appropriate an apology/explanation, then they should do so. Where possible, ACRA will endeavour to resolve a PC within 28 business days. The Secretary or their delegate will review the PC under the current national legislation and determine if ACRA has complied or not. The Secretary will inform the Complainant of the determination via calling them first if possible and then following up with a written reply. The Complainant should be invited to reply and if appropriate, offered a meeting or discussion. An apology should be included if ACRA did not comply with the relevant privacy obligations. Where the Complainant is not satisfied with the process they should be referred to the Office of the Australian Information Commissioner (<http://www.oaic.gov.au/>). Where ACRA has not complied with its privacy obligations, the ACRA EMC should review and change ACRA policy accordingly and then review the progress of this issue again within twelve months. When finalised, a record of the PC should be kept by ACRA for at least four years

13. Disclosing personal information

ACRA will not provide your personal information to any other individuals or organisations without your prior consent except where required by law to do so or where that information is provided on a confidential basis to contractors who provide services to ACRA (for example database management, printing and mailing). In these cases, we ensure that our contractors are also bound by the Australian Privacy Principles to keep your personal information confidential.

ACRA may, from time to time, include selected messages from ACRA event sponsors, collaborators or third parties however we will not provide your details to any third party for marketing purposes without your prior consent.

ACRA may occasionally use overseas facilities or contractors to process or back-up information or to provide other services. As a result, we may disclose your personal information to our overseas facilities or contractors for these purposes. Any disclosure of your personal information overseas does not change our commitment to safeguarding your privacy. We do not otherwise disclose or transfer your personal information overseas.

14. Securing your information

If you provide us with information via a form on our website, it is stored securely in our databases and only accessed by staff authorised by ACRA. ACRA uses a range of hardware and software security measures to protect our information and ensure that only authorised staff are granted access.

15. Visiting our website

The ACRA website may use cookies to track site visits and navigation within the ACRA site. If you are concerned about the use of these cookies, your browser can be configured to notify you when you receive a cookie, and provide you with the opportunity to accept or reject it. You may refuse all cookies from the ACRA websites however some functions may be unavailable. Our online credit card processing company may also use cookies for identification and anti-fraud purposes.

Where you provide your email address to us we will only use it for the purpose provided unless you have consented to us using it for additional purposes, and we will not pass it on to any other person or organisation unless we have disclosed this to you. We may also disclose your information where required by law to do so.

The ACRA website may contain links to other sites of interest. ACRA does not control and is not responsible for, the content or privacy practices of those websites. Please check the Privacy Policies on other websites before you provide your personal information to them.

16. Complaint form

Click here to download a [Privacy Complaint Form](#).