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# Privacy Policy

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11 November 2016

Audiology Australia ('we', 'our', 'us') is committed to ensuring the privacy of the personal information we collect and hold about individuals.

This privacy policy explains how we manage the personal information we collect, use and disclose. Audiology Australia complies with the Privacy Act 1988 and the Australian Privacy Principles, as well as other relevant State and Territory legislation regarding the management of personal information.

## The purposes for which we collect, hold, use, and disclose your personal information

Audiology Australia is a professional association for audiologists. We will not collect, hold and use your personal information unless it is necessary for, or directly related to, one or more of our functions, activities or services, including (but not limited to):

- To keep a register of members, their qualifications, achievements, appointments and their general and specific professional experiences (if appropriate and where applicable);
- To promote proper professional standards of practice, suppress malpractice by and amongst audiologists, to settle and decide matters and disputes, questions of practice, or professional conduct which may be referred to Audiology Australia;
- To prescribe and collect subscriptions and to ask for, invite, collect and receive donations for the funds of Audiology Australia;
- To establish and promote standards of professional education, qualifications, conduct and ethics of the profession of audiology;
- To appoint, employ, remove or suspend such persons as may be necessary or convenient for the purposes of the administration of Audiology Australia; and
- To hold and conduct conferences, meetings, lectures, discussions and experiments relevant to the science, knowledge and practice of audiology.

If you do not provide your personal information to Audiology Australia, we may be unable to offer you membership or to maintain your membership or you may be unable to participate in or have access to our processes, programs, events and activities or to provide you with other such services.

As required in the relevant membership clauses of [Audiology Australia's Constitution](#), we must disclose members' full names and any changes to their membership status, whether by transfer from one grade of membership to another or by election, resignation or expulsion, to other members of Audiology Australia.

For the purpose of the verification of membership, Audiology Australia may disclose a member's name and membership status, including their possession of a Certificate of Clinical Practice, to any of the following upon their request:

- The Office of Hearing Services (OHS) (as provided by the provisions of the Memorandum of Understanding between the Commonwealth of Australia and Audiology Australia 2015-2018);
- State and Territory work cover entities;
- Private Health Insurers;
- National Disability Insurance Agency;
- National Health Services Directory; and
- Medicare.

If any other organisation, person or entity requests that Audiology Australia verifies a member's name and membership status, including their possession of a Certificate of Clinical Practice, we will not do so until we have received authorisation from the member.

Members who enter into a Licensing Agreement with Audiology Australia for the use of the Audiology Australia Accredited Audiologist trade mark agree to their name being placed on a public register of trade mark users which will be accessible on the Audiology Australia website.

In agreement with this Privacy Policy, you acknowledge that Audiology Australia has the right to disclose your personal information to selected professional organisations outside Australia, for example the International Society of Audiology (ISA).

If we transfer personal information to an overseas organisation such as ISA, we will comply with the requirements of the Privacy Act 1988 that relate to overseas disclosures.

Where we provide information to overseas bodies, members are required to continue to meet the obligations of the Privacy Act under Australian law. Use of member emails for unsolicited or unapproved purposes will be a breach of this Privacy Policy. It may also affect your membership with Audiology Australia.

Personal information may also be stored with 'cloud' service providers that may be situated outside Australia (for example in Singapore or the United States). These providers are subject to legislation in the country in which they operate.

## How we collect and hold your personal information

We will generally collect your personal information from you directly. We collect personal information from you in various ways, including:

- when you communicate with us;
- if you apply for membership;
- if you join our internship program;
- if you apply for a job with us;
- when you use our website;
- if you provide a product or service to us; or
- when you participate in any of our activities, conferences, events or programs.

If we collect any personal information about you from another party, where practicable, we will take reasonable steps to inform you why we have collected the information and how we will use it.

Personal information is only kept while it is required for the purpose for which it was collected, for a permitted secondary purpose or as required by Law. We take all reasonable steps to ensure that personal information is protected from modification, misuse, disclosure, loss and unauthorised access. We also take reasonable steps to destroy or permanently de-identify personal information which is no longer needed.

## The kinds of personal information we collect and hold

The kinds of information we collect and hold include a member's:

- Full name and contact details;

- Skills, qualifications, career history and employment for the purposes of verifying eligibility for membership;
- Supporting documentation that they have submitted as part of participation in any of our programmes, or an application for membership, membership renewal, or a Certificate of Clinical Practice (CCP);
- Details of any complaints made against the members and any actions taken in relation to that complaint; and
- Membership status and history.

Audiology Australia assigns unique membership numbers to all members to enable us to carry out our functions efficiently. This number appears on the membership certificate and Certificate of Clinical Practice issued to members. We do not use any government related identifiers as our own identifiers of an individual.

Some information we collect may be sensitive information. For example, if you make a complaint about a member, we may collect sensitive information such as health information about you. We will only collect sensitive information with your consent, or as otherwise permitted by law.

## When you use our website

We will only collect personal information through our website if you voluntarily provide it, including:

- Your email address, name and other contact details if you transmit these to us electronically in an email message or through a web page form, and
- Login attempts and/or successful logins linked to your account when accessing pages that require you to enter a username and password (for example when accessing our Members-only pages).

We may collect non-identifying information in relation to your use of our website, including your IP address, the type of browser you use, the files you request, and the domain name and country from which you request information, to monitor and improve our web site and services.

Our website may use cookies to assist in making your browsing experience better and to allow us to improve our website.

Our website contains links to other websites. Our privacy policy has no application to any other website and the Audiology Australia is not responsible for the practices or the content of any other website.

## How you may access the personal information that we hold and seek a correction of such information

You have the right to gain access to the personal information we hold about you and you alone. You may not access and nor we will we provide any details or personal information about any other Member.

Members can view and modify certain personal information we hold about them by logging in to the Members-only section of the website and accessing their Membership Profile.

Members may seek a copy of their information on the member database. This information will be forwarded to members when requested in writing free of charge in the form of a printout of the

database information.

Audiology Australia will take all reasonable steps to correct information where an individual is able to show that the information in question is not accurate, complete or up-to-date. In some circumstances, Audiology Australia may not permit an individual access to some or all of their personal information or we may not agree to correct their personal information. In these cases, we will act in accordance with the Australian Privacy Principles. This includes verifying your identity, notifying you of the reason for not providing you with access to, or agreeing to correct, your personal information.

### **Changes to our Privacy Policy**

We will review this privacy policy from time to time and inform members and other individuals of any changes to this policy by placing the revised policy on our internet site.

### **How to make a complaint about a potential breach of your privacy**

If you have a complaint about the manner in which Audiology Australia has handled your personal information, please contact us at the contact details below. We will endeavour to resolve your complaint promptly.

### **Contact Details**

The Privacy Officer  
Audiology Australia  
Suite 7, 476 Canterbury Road, Forest Hill, 3131  
PO Box 504, Brentford Square, 3131  
Tel: +61 3 9877 2727  
Email: [info@audiology.asn.au](mailto:info@audiology.asn.au)