

## Privacy Policy

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 membership 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, or maintain, your membership or clinical certification 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.

Individuals who are clinically certified by Audiology Australia to become an Audiology Australia Accredited Audiologist®<sup>i</sup> enter into a Licensing Agreement with Audiology Australia for the use of the trade mark and agree to their name, membership number and State/Territory being placed on a public register of clinically certified audiologists which is accessible on the Audiology Australia website.

<b>Date updated:</b>	03/2018	<b>Summary of changes made:</b> Updated to reflect that "Audiology Australia Accredited Audiologist®" now replaces "CCP" and that all clinically certified audiologists will appear in the public register. Added that personal information may be shared with health complaints entities and lists of members may be provided to registration bodies to facilitate their registration with that body upon request. Removed reference to sharing of information with ISA and made all clauses relevant to people who may be clinically certified by AudA, but not members. Formatted to meet style guidelines.
<b>Date approved:</b>	03/2018	
<b>Approved by:</b>	AudA Board	

For the purpose of the verification of clinical certification and other purposes related to the practice of audiology, Audiology Australia may disclose an individual's name, clinical certification status (i.e. whether they are currently an Audiology Australia Accredited Audiologist®) and any other relevant information to any of the following upon their request:

- The Office of Hearing Services (OHS) / Hearing Services Program (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.

Upon request, Audiology Australia may also provide a list of its members to any of the above organisations for the purpose of facilitating registration of those members as a provider of hearing health care services with that organisation. An organisation that receives a list of Audiology Australia members must not distribute that list to third parties or use that information for any other purpose such as the marketing of products or services to Audiology Australia members.

In accordance with its independent complaints and resolution procedure, Audiology Australia may also provide a member's details to Commonwealth, State and Territory agencies which receive or investigate health care complaints.

It may also be necessary for us to disclose the membership status of a member if a person makes, or seeks to make, a complaint about the member. In accordance with Audiology Australia's independent complaints and resolution procedure, Audiology Australia may notify another professional body, regulatory body or agency about a complaint regarding a member and its outcome where it considers it is reasonable and just or otherwise appropriate to do so.

If any other organisation, person or entity requests that Audiology Australia verifies an individual's clinical certification status, we will not do so until we have received authorisation from the individual.

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. If we transfer personal information to an overseas organisation, 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 Audiology Australia membership or clinical certification.

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 apply for clinical certification;
- 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 an audiologist's:

- Full name and contact details;
- Skills, qualifications, career history and employment for the purposes of verifying eligibility for membership and/or clinical certification;
- Supporting documentation that they have submitted as part of participation in any of our programmes, or an application for membership, membership renewal, or clinical certification;
- Details of any complaints made against the members and any actions taken in relation to that complaint;
- Clinical certification status and history, and;
- Membership status and history.

Audiology Australia assigns unique identification numbers to all members and clinically certified individuals to enable us to carry out our functions efficiently. This number appears on the Membership and/or Audiology Australia Accredited Audiologist® certificates 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 or Audiology Australia Accredited Audiologist®, 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 will we provide any details or personal information about any other member or Audiology Australia Accredited Audiologist®.

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 and Audiology Australia Accredited Audiologists® may seek a copy of their information from our database. This information will be forwarded to members and Audiology Australia Accredited Audiologists® 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 Audiology Australia Accredited Audiologists® 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 101, 13 Cremorne Street  
Cremorne 3121  
Tel: +61 3 9940 3900  
Email: [info@audiology.asn.au](mailto:info@audiology.asn.au)

---

<sup>i</sup> Note that "Audiology Australia Accredited Audiologist<sup>®</sup>" was formerly referred to as the "Certificate of Clinical Practice" (pre-2017).