



AHHA Privacy Policy

PURPOSE

The AHHA is committed to client service and this policy outlines the AHHA's ongoing obligations in respect of managing the personal information of AHHA Directors, Councillors, staff, members/volunteers and stakeholders. This privacy policy discloses what information the AHHA gathers and how it is used.¹

POLICY

1. What is Personal Information and why do we collect it?

1.1. Overview

Personal Information is information or an opinion that identifies an individual.

Examples of personal information the AHHA collects include: names, job positions, addresses, email addresses, phone and facsimile numbers. This personal information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website and from third parties.

The AHHA collects personal information for the primary purpose of providing services and information to members, stakeholders and clients and for marketing. The AHHA may also use personal information for secondary purposes closely related to the primary purpose, where it would be reasonably expected. Where appropriate and where possible, the AHHA explains the reasons for collecting the information and how it is to be used.

1.2. Sensitive Information

Sensitive information is defined in *the Privacy Act* to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political Association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will be used by the AHHA only:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with consent
- where required or authorised by law.

¹ The AHHA complies with the *Privacy Act 1988* (Cth) (the Privacy Act) and the Australian Privacy Principles. For more information, see: www.privacy.gov.au

1.3. Third Parties

Where reasonable and practicable to do so, the AHHA will collect personal information only from an individual. However, in some circumstances the AHHA may be provided with information by third parties. In such a case the AHHA will notify the individual concerned when it collects personal information from a third party either at the time of collection or as soon as practicable thereafter.

1.4. Website Information

The AHHA website 'www.ahha.asn.au' is owned and operated by the AHHA. The AHHA also owns and operates other websites from time to time for specific purposes.

The AHHA gathers user information through optional, voluntary requests to receive electronic information and publications, to participate in forums, to register for conferences and other events and in polls and surveys. Users may remove themselves from these mailing lists by following the link provided.

Users of the membership only access must register separately for this access (free of charge) in order to view content and post messages. During registration the user is required to supply a username, password and email address.

Users of the site's Forums must register separately for these services (free of charge) in order to post messages. During registration the user is required to supply a username, password and email address.

From time to time the AHHA may offer polls or surveys to users so they can share their opinions with the AHHA. It is optional for the user to supply a name and other details. Results of polls are aggregated and are not identifiable to any particular user. The AHHA may use a system to "tag" users after they have voted, so they can vote only once on a particular question. This tag is not correlated with information about individual users. The AHHA may share the aggregated demographic information with sponsors, advertisers and partners. The AHHA never shares any information about specific individuals with any third party.

The AHHA gathers information through aggregated tracking in order to tailor content to suit the interests of users and assist sponsors and advertisers to better understand the user demographics. This is essential to maintaining a free service. The AHHA never shares information about individual users or mailing lists with third parties, including advertisers, sponsors or partners, except to comply with applicable law or for a valid legal process or to protect the personal safety of our users or the public.

The AHHA will never knowingly request personally identifiable information from anyone under the age of 16 without requesting parental consent.

The AHHA operates secure data networks protected by industry standard firewall and password protection systems. The AHHA's security and privacy policies are periodically reviewed and enhanced as necessary and only authorized individuals have access to the information provided by users.

The AHHA uses a security service to protect any credit card or other banking information entered into its website for the purposes of paying for event registration or other services.

The AHHA gives users options wherever necessary and practical. Such choices include:

- opting not to register to receive electronic newsletters and other information
- opting not to participate in certain interactive areas, which completely alleviates the need to gather any personally identifiable information from our users

The AHHA may place a text file called a 'cookie' in the browser files of a user's computer. The cookie itself does not contain personal information. It will enable the AHHA to relate use of the site to information that an individual has specifically and knowingly provided. The only personal information a cookie can contain is information supplied by a user. A cookie can't read data from an individual's hard disk or read cookie files created by other sites. The AHHA uses cookies to track user traffic patterns (as described above). The AHHA's advertising system delivers a one-time cookie to better track ad impressions and click rates.

A user can refuse cookies by turning them off or selecting a warning. Cookies do not need to be turned on to use the AHHA's site. However, users do need cookies to participate actively in message boards, forums, polling and surveys.

By using the AHHA website, users consent to the collection and use of personal information by the AHHA in accordance with this policy.

This Policy is available at the AHHA office or on the website to anyone who requests. It may change from time to time.

2. AHHA privacy statement

The AHHA will

- only collect personal information for lawful purposes and only if the personal information is necessary for one or more of the AHHA's functions or activities
- only collect personal information from the individual to whom it relates when reasonably possible. When the AHHA collects personal information from a third party, the individual concerned will be notified either at the time of collection or as soon as practicable thereafter
- state what the personal information will be used for and who will receive the personal information
- state if the collection is voluntary, and the consequences for individuals if it is not, or only in part, provided
- provide contact details regarding who to contact about access to and correction of the personal information
- take reasonable steps to ensure that personal information holdings are relevant, accurate, up to date, complete and that the collection does not unreasonably intrude on the personal affairs of individuals
- retain personal information for no longer than is necessary and then dispose of it lawfully and securely
- protect personal information from loss, unauthorised access, use, modification or disclosure or other misuse
- ensure that all reasonable steps are taken to ensure that personal information is not used or disclosed by external service providers without authorisation.

The AHHA will not disclose personal information outside the AHHA except where:

- the subject of the information has consented to the disclosure, or has been notified of the likelihood of the disclosure, and where the information disclosure is related only to the primary purpose for which it was collected
- required by legislation, court order or other legally enforceable instrument and the request is in an appropriate written form
- disclosure is reasonably believed to be necessary to prevent or lessen a serious and imminent threat to the life or health of any person

The AHHA will not:

- apply to any personal information an identifier code that has been assigned by any other organisation or agency
- disclose personal information in any other circumstances other than those detailed above
- The AHHA will make this policy document easily available to anyone who asks for it.