

CHP Australia PRIVACY POLICY

1 Authority

This policy is established by the CHP Australia Board of Directors (Board) through the Internal Audit & Compliance Subcommittee. The Board has vested responsibility for administering this policy with the Chief Executive Officer.

2 Status

Approved: 27 June 2012

Revised: 12 March 2014 (v2)

Revised: 21 October 2016 (v3)

Revised: 1 June 2020 (v4)

Revised: 4 June (v5)

3 Purpose

Through its varied operations, Consumer Healthcare Products Australia (CHP Australia) gathers information from individuals to enable delivery of services. CHP Australia understands members' and individuals' concerns regarding confidentiality and privacy. The purpose of this Policy is to ensure that CHP Australia meets its obligations in respect of all information it gathers.

4 The policy framework

- 4.1 Legislative compliance: The framework ensures that CHP Australia, all its staff, volunteers and consultants collect, use, hold, correct and disclose personal information in a manner that conforms to all relevant requirements in relation to the *Privacy Act 1988*.
- 4.2 Australian Privacy Principles: All personal information collected by CHP Australia will comply with the Australian Privacy Principles which are reflected within the provisions of this policy.
- 4.3 Sources of information: The information that CHP Australia collects in most cases relates to the Association's members and customers but can relate to suppliers and other parties with which CHP Australia deals.
- 4.4 Purpose of collection: CHP Australia collects personal information for a range of purposes that are reasonably necessary for CHP Australia's functions and activities. These include: the provision of information; the provision of the AdCheck service; the provision of association services; the compiling of membership lists; and internal fundraising within the association.

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- 4.5 Personal information: In this policy “personal information” means information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not. Personal information includes a person’s name, address, contact details (such as telephone number or email) and date of birth.

5 Collection of information

- 5.1 Anonymity and pseudonymity: In accordance with the Australian Privacy Principles, where practical, an individual may deal with CHP Australia on an anonymous basis or by using a pseudonym. However, as a provider of a wide range of services, CHP Australia in most cases finds that it is necessary to identify the individual during the course of providing its services.
- 5.2 Sources of information: Personal information is collected directly from individuals when individuals provide this information by phone, by email, via the website or in documents such as application forms and business cards.
- 5.3 Notification of collection: When personal information is collected from individuals, in most cases it will be self-evident (such as when individuals complete a form). Individuals may also be advised at the time of collection or as soon as practical after its collection as to: the purpose of collection, the fact that individuals can gain access to their personal information and the details of this Privacy Policy.

6 Sensitive information

- 6.1 CHP Australia may collect information about an individual's employment history, their membership of CHP Australia and their membership of other organisations.
- 6.2 Sensitive information such as an individual’s racial or ethnic origin, political opinions, membership of political organisations, religious beliefs, philosophical beliefs, membership of a trade union, sexual preferences or practices, criminal record, health information or genetic information shall not be collected.

7 Security, retention and disclosure of information

- 7.1 Reasonable steps will be taken to ensure personal information is protected from misuse, loss, unauthorised access, disclosure or modification.
- 7.2 Access to information: Only CHP Australia staff and the individual may view personal information. CHP Australia will only grant access to other parties to the personal information where the Association is permitted under the *Privacy Act 1988* to do so.
- 7.3 Access to third parties: Consistent with the *Privacy Act 1988*, CHP Australia will only disclose personal information to third parties if:

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- 7.3.1 that disclosure is required to give effect to the purpose for which CHP Australia collected the personal information;
- 7.3.2 the individual has consented to that disclosure;
- 7.3.3 the disclosure is required or authorised by or under an Australian law or a court/tribunal order;
- 7.3.4 a “permitted general situation” (as defined in the *Privacy Act 1988*) exists in relation to the disclosure;
- 7.3.5 a “permitted health situation” (as defined in the *Privacy Act 1988*) exists in relation to the disclosure; or
- 7.3.6 the third party is CHP Australia's agent or contractor and is required by CHP Australia to keep that personal information confidential and will only use that information for the purpose for which it is disclosed.

8 Quality and security of personal information

- 8.1 Accuracy: CHP Australia will take reasonable steps to ensure that personal information is accurate and provide opportunities for individuals to view and update their personal information.
- 8.2 Storage: Personal information is stored in both hard copy and on computer. Reasonable steps will be taken to ensure that hard copies of personal information and personal information stored on computers are secure.
- 8.3 Destruction: CHP Australia will delete, destroy or de-identify personal information if the information is no longer needed by the Association.

9 Openness

- 9.1 Access to policy: This Privacy Policy is available on CHP Australia's website www.chpaustralia.com.au and hard copies are available on request from the CHP Australia Privacy Officer.

10 How to access and correct personal information

- 10.1 Access and update of individual records: Individuals can access and/or update their personal information by contacting the CHP Australia Privacy Officer.
- 10.2 Denial of access: A request by an individual to access their personal information may be withheld in a certain number of limited circumstances in accordance with the *Privacy Act 1988*. Where CHP Australia does withhold personal information, the Association may instead choose to give individuals a summary of that information.

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11 Transborder data flows

- 11.1 Although it is not usual for CHP Australia to transfer personal information overseas, if personal information is transferred overseas, the Association will wherever practical obtain an individual's written consent before doing so. If obtaining an individual's consent is not practical, then the information may still be transferred if, as part of the agreement for the transfer of that information, the other organisation agrees to comply with CHP Australia's Privacy Policy.

12 Complaints

- 12.1 CHP Australia takes its obligations under the *Privacy Act 1988* seriously and seeks to resolve all complaints promptly and fairly.
- 12.2 If you have a complaint in relation to how your personal information has been collected, stored, used or disclosed please contact the CHP Australia Privacy Officer.
- 12.3 If you have a complaint about the CHP Australia Privacy Policy, please contact the CHP Australia Privacy Officer.
- 12.4 If you are unsatisfied with the CHP Australia response to your complaint you may refer the matter to the Office of the Australian Information Commissioner.