

Privacy Policy

Introduction

The Australian and New Zealand Society of Palliative Medicine Limited ABN 54 931 717 498 (ANZSPM) is committed to protecting your privacy. This Privacy Policy (Policy) explains how ANZSPM collects and manages your personal information.

We respect your rights to privacy and are committed to handling your personal information in a professional and respectful way, having regard to the principles under relevant privacy legislation, namely the *Privacy Act 1988 (Cth)* or the *Privacy Act 1993 (NZ)* (collectively, Privacy Legislation) with respect of the collection, management and disclosure of your personal information.

We may update this Policy from time to time in accordance with legislative or operational changes.

What is your personal information?

In this Policy, “personal information” has the same meaning as in the Privacy Legislation. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

What personal information do we collect and hold?

The type of information that we collect and hold depends on the nature of your involvement with us. We may collect the following types of personal information:

- name and contact details (including mailing or street address, email address, telephone number, facsimile number);
- age or birth date;
- profession, occupation or job title;
- details of the products and services you have purchased from us or which you have enquired about, or ANZSPM events you have attended, together with any additional information necessary to deliver those products or services, to respond to your enquiries and to inform you about future events, products or services;



- payment information and banking details;
- any additional information relating to you that you provide to us directly through our websites;
- usage data (which may include your IP address, the pages you have clicked through on our websites or online presence, websites that referred you to our sites, information about the device you are using, and your wider geographic location); and
- information you provide to us through our office, surveys, during our events, social media platforms, or through interactions with our representatives from time to time.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect information about your marketing preferences, including the type of marketing materials you wish to receive from us and the method of delivery (email, direct mail, other); anonymous answers to surveys; or aggregated information about how users use our website.

Collection of personal information

Normally we collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website;
- during conversations and written communications between you and our representatives, including subcontractors or agents;
- when you submit an enquiry or complete a membership application or expression of interest to join a group or committee;
- when you complete a registration form for an event or other opportunity; or
- when you complete a feedback or survey form.

We may also collect personal information from third parties including:

- from third party companies such as credit reporting agencies, law enforcement agencies and other government entities; and
- other professional bodies.

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested products or services to you, either to the same standard or at all;
- we may not be able to provide you with information about products and services that you have purchased from us or may intend to purchase from us; or
- we may be unable to tailor the content of our website or marketing communications to your preferences; and
- your experience when interacting with us may be delayed or not be as enjoyable or useful.



Purposes for which we collect, hold, use and disclose your personal information

We collect personal information about you so that we can perform our activities and functions and to provide the best possible quality of service.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide products, services and information to you and to send communications requested by you;
- to answer enquiries and provide information about existing and new products or services;
- to provide you with access to protected areas of our website;
- to assess the performance of the website and to improve the operation of the website;
- for the administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of ANZSPM, organisations with which ANZSPM is affiliated, its contractors or service providers;
- to provide your updated personal information to our affiliated organisations, contractors or service providers;
- for research and statistical purposes, including in relation to policy development and advocacy with government and other stakeholders;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

Your personal information will not be shared, sold, rented or disclosed other than as described in this Policy.

To whom may we disclose your information?

We may disclose your personal information to:

- our employees, committee members, volunteers, affiliated organisations, agents, contractors or service providers for the purposes of operation of our website or in performing our functions, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, event coordinators, web hosting providers, IT system administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes; and
- any organisation for any authorised purpose with your express consent

Direct marketing materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us.



We do not provide your personal information to other organisations for the purposes of direct marketing.

Access to your personal information

You may contact us to request access to any personal information we hold about you at any time. We reserve the right to charge you a fee to cover our administrative and other reasonable costs in providing the information to you.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, please contact us via email and we will take all reasonable steps to amend the information in line with your request.

Do we disclose your personal information to anyone outside Australia?

We may disclose personal information to committee members, volunteers, third party suppliers and service providers located in New Zealand for some of the purposes listed above. We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

Security of personal information

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your personal information in either electronic or hard copy form.

ANZSPM uses third party providers for the purposes of accepting electronic payments. Currently our third party providers of electronic banking services are:

- eWAY Payment Gateway
- Bendigo Bank

ANZSPM does not share your membership information with our third party providers and will not store or transfer any of your credit card information. All credit card data is transferred using our third party provider secure servers.

Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

Contacting us

Please contact us if you have any queries about the personal information that we hold about you or the way we handle that information, or if you believe that your privacy has been breached, using the following contact details:

ANZSPM

Post: PO Box 7001 WATSON ACT 2602 AUSTRALIA

Tel: +61 2 6189 2244

Email: info@anzspm.org.au (please include in the subject line: Privacy)

We will treat your request or complaint confidentially. Our representative will contact you within a reasonable time after receipt of your request or complaint to discuss any concerns and outline options regarding how they may be resolved. We will aim to ensure your request or complaint is handled in a timely and appropriate manner.



Changes to this Policy

We may change this Policy from time to time. Any updated versions will be posted on our website.

DATE APPROVED: 20 February 2020

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