

PRIVACY STATEMENT

Protecting your privacy.

The Australian Osteopathic Association is committed to providing you with the highest levels of member service. This includes protecting your privacy. From December 21st 2001, we will be bound by new sections of the Commonwealth Privacy Act 1988, which set out a number of principles concerning the protection of your personal information.

The following is the information that the Privacy Act requires us to communicate to all of our members. We recommend that you keep this information for future reference

The Australian Osteopathic Association provides a range of members' services either through the Federal Office, branches or services approved by the Association. For example, the provision of Ostium magazine.

Your personal information

Personal information held by the AOA may include your name, date of birth, current home address, home telephone number, mobile phone number, email address, credit card details, occupation and financial status as a member. We also hold details of your qualifications and registration as an osteopath as well as ongoing activity with Continuing Professional Development.

If you choose not to provide personal information we may not be able to provide you with the services you require, or the level of service with which we pride ourselves.

How we collect personal information

The Australian Osteopathic Association collects personal information in a number of ways, including:

- ◆ Directly from you, when you provide information by phone, email or in documents such as an application or renewal of membership form.
- ◆ From questionnaires that you complete such as the C.P.D. (Continuing Professional Development) forms that you complete each six months.

Your personal information is also collected to promote and market other services which we consider may be of interest to you. If you do not wish us to contact you regarding other services please call the AOA federal office.

- ◆ From publicly available sources of information
- ◆ From the organisations identified below under "When we disclose your personal information"
- ◆ From our own records of how you use the Association services; or
- ◆ When legally required to do so - for example, the Associations' Memorandum and Articles of Association.

How we use your personal information

Your personal information may be used in order to:

- ◆ Provide the services you require
- ◆ Administer and manage those services including invoicing and collecting debts
- ◆ Inform you of ways the services provided to you could be improved
- ◆ Conduct appropriate checks regarding qualifications, registration and character as required by the Memorandum and Articles of Association
- ◆ Research and develop our services
- ◆ Gain an understanding of your information and communication needs in order for us to provide you with a better service; and
- ◆ Maintain and develop our database of information including our website search engine for the community to 'find their local osteopath'

When we disclose your personal information

For the purposes set out above we may disclose your personal information to organisations outside the AOA. The organisations to which we disclose information include:

- ◆ Outsourced service providers who manage the services we provide to you by group negotiation for AOA members including:
- ◆ Approved Professional and business insurance providers
- ◆ Approved Practice Management software providers

As well as,

- ◆ Government authorities such as Work Cover, registration boards as authorised by the Law
- ◆ Appropriate hotel properties for conference accommodation
- ◆ Yellow Pages for block member listing
- ◆ Practitioner or student member for the Buddy System where applicable.
- ◆ National Locum register - website
- ◆ From third parties such as registration boards, universities and third party accredited seminar providers.
- ◆ Classifieds - website and Ostium magazine
- ◆ General inquiries from the public for osteopathic treatment
- ◆ General inquiries from health insurance organisations

Help us to ensure we hold accurate information

The AOA takes all reasonable precautions to ensure that the personal information that we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. That's why we recommend that you:

- ◆ Let us know if there are any errors in your personal information; and
- ◆ Keep us up to date with changes to personal information such as your name or address.

You can access your personal information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons.

The AOA reserves the right to charge a fee for searching for and providing access to your information to recover administrative costs.

Security of your personal information

The AOA takes reasonable steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction. The AOA has in place generally accepted standards of technology and operational security in order to keep your personal information safe. Only authorised AOA staff or Association office bearers may for approved purposes, access your personal information. We have policies in place to reasonably ensure your personal information is kept safe.

Further contacts

If you have any questions in relation to privacy and your membership with the AOA please contact the Executive Director of the Australian Osteopathic Association, Federal Office. Alternatively you can obtain further general information about privacy protection from the Office of the Federal Privacy Commissioner on 1300 363 992 or website www.privacy.gov.au or by writing to:

The Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 1042