



POLICY & PROCEDURES

TOPIC:	ADHA Privacy Policy and Website Security	POLICY NO:	3.1
DEVELOPED:	March 2011 By Communications & Marketing NAC	NEXT REVIEW:	March 2013

Our Aims (as outlined in the ADHA Strategic Plan 2009-2012):

- **Grow our membership to two-thirds of the industry in 5 years.**
- **Be financially sustainable as an organization.**
- **Demonstrate industry benefits to the community.**
- **Provide industry expertise through our research and shared knowledge.**

ADHA is committed to protect the privacy of your personal information. It is committed to complying with the principles set out in the Privacy Act 1988 and the National Privacy Principles <http://privacy.gov.au/materials/types/download/8776/6583>.

This policy sets out:

- how ADHA collects personal information
- what information we collect and why we collect it
- what we do with your personal information and how we keep it safe.

How and why we collect personal information

Personal information is information from which it is possible to determine your personal or businesses identity such as your name, address, telephone and facsimile numbers and email address or other contact details.

Personal information is collected by ADHA for the primary purpose of allowing us to determine membership qualification requirements.

We collect personal information about you in a number of ways, including:

- directly from you, for example, when you provide information to us by phone, email, in an application form or through our web site (www.adha.asn.au); and
- from second parties, such as business partners where they are permitted by you to disclose that information

ADHA does not obtain personal information from third parties who are not permitted by you to disclose personal information about you.

Where possible, we collect this information from the individual organisation concerned. A hard copy file containing the member's application and entry details are retained in a secure location in accordance with the act and for a further seven years in accordance with current Federal and State legislation governing document retention, before being destroyed.

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Use and disclosure of personal information

We and the ADHA business partners, to whom we disclose your personal information in accordance with this Privacy Policy, may use your personal information in order to:

- verify your identity and develop a members' register to enable us to maintain contact with our members;
- develop a register to enable us to keep open lines of communication;
- develop, run, administer, market programs and activities and other events relating to days hospitals;
- market products, services, and special offers made available by us or our respective business partners;
- keep you informed of news and information relating to health and day hospital industry , including by distributing newsletters, publications and other communications via various media;
- research and develop new products and services and merchandise relating to day hospitals ; and
- administer and manage our web site and provide you with access to the website.

If you do not wish to receive our newsletters, publications and other communications, please contact us (our contact details are set out below).

When do we disclose personal information

Personal information that we collect directly from you in order to create and maintain our members' database will not be disclosed to third parties, except to:

- companies that we have engaged to carry out functions and activities on our behalf. For example, we disclose customer contact information to the organisations which fulfill conference obligations;
- our professional advisers, including our accountants, auditors and lawyers; our insurers; and others as required or authorised by law.

Personal information that we collect from you, for purposes other than for the maintenance of our members' database and from second parties is not disclosed to any other party.

Accuracy of personal information

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly. If you find that the personal information we hold about you is incorrect, incomplete or out-of-date, please contact us immediately (our contact details are set out below) and we will take reasonable steps to ensure that it is corrected.

Storage of information

We take steps to make sure that personal information is stored securely. These steps include storing paper records in a physically secure place, and using appropriate access controls in relation to our information systems.

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If in the future the facility for your personal financial information to be sent to us using our web site is established, we will use encryption technologies to prevent that information from being read or altered by another person while in transit. We require third parties that process personal information on our behalf to follow stringent standards of security and confidentiality. To the extent that these entities, including PayPal, have access to your information, they will treat it at least as protectively as they treat information they obtain from their other users.

Access rights to personal information

Subject to some exceptions at law, you are entitled to make a request to access your personal information. You should make this request in writing. You will not be charged for lodging such a request. We will provide access by allowing you to inspect personal information, or by giving you a copy of the personal information.

Changing personal information

ADHA endeavours to ensure that personal information held is accurate, complete and up-to-date. Where you believe that personal information held by ADHA is not accurate, complete or up-to-date, then advise the ADHA Secretariat and every effort will be made to correct the information.

Our web site

The ADHA web site collects personally identifiable information such as your email address, name and organization to allow Member Access to the website to be provided.

In addition to information entered into our web site, the site automatically collects two types of information.

Firstly, from time to time we may collect information relating to use of our web site, such as which pages are requested and accessed and which browser software is being used. This information enables us to identify the areas of the site which are popular and tailor the site accordingly.

Secondly, we make use of a web browser software feature known as "HTTP cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issues the cookie to you. One of the primary purposes of cookies is to provide a convenience feature to save you time. This feature allows us to make our site more useful by appearing to remember information about a user during and between visits. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. Most cookies are "session cookies" which will be automatically deleted at the end of a session.

Cookies are essential in providing a seamless access to our range of services. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. Cookie information is not further stored or collected by us.

If you choose not to accept cookies from this site, you will not be able to fully experience the interactive features of the Web site and will be treated as an anonymous browser. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to provide a better services to our members in the future. We only use this information for statistical analysis purposes.

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We do not show your email address on the site unless authorised. Your name is used wherever it is appropriate to credit authorship. It will only be used for the purpose for which you provide it, and will not be added to a mailing list unless you request that this be done. We will not disclose it further without your consent or if required to do so for legal reasons.

When you browse our site, we monitor the number of visitors to each web page but not individuals. This information is available minimally through the web server logs and is recorded within the system that powers the site.

If you are logged in, we cannot associate your browsing with your membership details. You are treated as an anonymous browser.

ADHA does not sell, rent or lease its customer lists to third parties.

This site may contain links to other sites. We are not responsible for the privacy practices or the content of such web sites.

Copyright and Intellectual Property

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance, logos and graphics on or part of the website. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

No information or material on our website can be reproduced, adapted, distributed, stored in a retrieval system or transmitted without our prior written consent other than for the purposes set out in the Copyright Act 1986 (Commonwealth of Australia). Subject to the above, you may;

- Print copies of any material provided it is for non-commercial use;
- Store a copy of the material on a computer solely for viewing it; or
- Copy and distribute any one or more complete pages of material so long as it is attributed to ADHA and a copy of this disclaimer appears in each copy made.

You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

This website, through its integration with social website such as Facebook and Twitter, automatically updates the profile pictures of our supporters from these social websites. We endeavour to ensure that this website does not infringe any Copyright imagery by constantly monitoring and removing any infringement.

If you believe this website is displaying any Copyright imagery, please contact us and we shall remove the Copyright imagery.

Use of material

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any information available through this website meet your specific requirements.

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Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

No warranty

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the extent permitted by law.

Limitation of liability

To the extent permitted by the law, ADHA will not be liable for any loss or damages, either directly or indirectly, including but not limited to special, incidental, or consequential damages, losses or expenses arising from the use of this website. To the extent permitted by law, any condition or warranty which cannot be legally excluded is limited at ADHA's option to the replacement or resupply of goods or services or payment of the same.

Governing Law

These terms and conditions are governed and construed according to the laws of Queensland, Australia. You irrevocably and unconditionally submit to the non-exclusive jurisdiction of the courts of Queensland and of the Federal Court of Australia.

Links

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. Except where otherwise indicated, the ADHA does not control the content of any third party website or the business, activities or any products offered by any third party websites. You should exercise caution and look at the privacy statement applicable to the website in question.

Changes to the Privacy Policy

From time to time we may need to change this Privacy Policy in line with our business practices. We will notify you of any changes by posting an announcement and the amended Privacy Policy on our website www.adha.asn.au.

Limitation of Liability

ADHA endeavours to take care to ensure the accuracy of the information displayed on the web site. However, it does not guarantee that the information is complete, correct or up to date. The information is subject to change without notice.

Further Information

For further information about ADHA's use of personal information, or to request access to the information we might hold about you, please contact the ADHA Secretariat, telephone 1800 752 822 or email info@adha.asn.au

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Withdrawal of consent

If you do not consent to any of the disclosures above then you can write and advise ADHA at its office address Joondalup BC, PO Box 1143 Joondalup DC WA 6919.

ADHA will then ensure that your personal information is not used for this purpose. This exemption cannot apply where ADHA is required by law to provide such disclosure. If you do not object to the uses or disclosures as stated above, ADHA will accept this as having received your express consent.

Lodging complaints

For any purpose associated with privacy matters including the lodging of a complaint, ADHA can be contacted at its office on 1800 752 822 or by email info@adha.asn.au. Your call will be directed to the officer appointed by us to deal with your enquiry or complaint.

Spam Statement

ADHA is committed to observing and complying with its obligations at all times in Australia under the Spam Act 2003 (Commonwealth of Australia).

ADHA does not endorse or use spam in any shape or form. However, ADHA does send out commercial electronic messages such as newsletters to you to as a way to update you on our current and future plans and news.

Commercial electronic messages sent by ADHA should meet the following conditions as required by the Spam Act 2003. Any message sent to you which does not meet these three (3) conditions is categorised as spam:

1. Consent. It must be sent with your consent. You may give your consent expressly or consent may be inferred from your conduct and existing transactional relationship.
2. Identity. It must contain accurate information about the person or organisation that authorised the sending of the message.
3. Unsubscribe. It must contain a functional "unsubscribe" facility to allow you to opt out from receiving messages from us in the future.

ADHA assures you that:

- it has drafted an internal policy to educate ADHA staff and implement clear guidelines and rules in relation to the dissemination of commercial electronic messages
- you are at liberty to unsubscribe from any mailing list to which you have previously subscribed. If for any reason there appears to be no facility to be removed from the mailing list, please send us an email advising us of your wish to unsubscribe or call us by telephone and request to speak with our Spam Policy Administrator. Please refer to our "Contact Us" page of this website for our contact details; and
- ADHA will not use address-harvesting software for any reason whatsoever.

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To assist ADHA to combat spam, we request your assistance with the following:

- if you receive an offensive or unauthorised commercial message, which appears to originate from a ADHA email address, please assume that it has been sent in error and notify us immediately on the above contact details;
- please ensure that you unsubscribe from any of the ADHA mailing lists if you decide that you no longer wish to receive electronic commercial messages from ADHA or its contracted third parties; and
- if you do subscribe to our mailing list, please insure that we have your current details at all times, by either updating us on any change in or cancellation of your email address.



Approved: _____

Date: 22 March 2011

ADHA President on behalf of Board of Directors